

listen • talk • share

Voices

Autumn 2022



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Welcome to Voices!

Hello again... we are delighted to be bringing you our Autumn/ Winter issue of Voices.

No sooner had we circulated our last Jubilee issue, than we all received the news of the passing of Her Majesty Queen Elizabeth II in September. We understand how sad and de-stabilising this end of an era has felt for some of you, especially in times of such uncertainty. During this time we took the opportunity to reach out to our residents with advice around bereavement.

So – it was even more special for us to be reunited with over 60 of our residents at our Annual Residents Conference held at York Racecourse at the end of September. I personally very much enjoyed talking with you – finding out what is important to you, and what you need from us. You can read more about the day and see lots of great photos on pages 14-15.

We are all living in challenging times, with bills on the increase and constant changes in

economic policies. I want to remind you that we have a dedicated in-house Money Advice team who are on hand to help you with advice and support, so do reach out to them if you need help. You can find out more about how they might be able to help you by turning to page 5. We've also put together some tips for how you can stay warm for less on page 10.

We also really want to encourage and support all our residents in getting online. We know that for some, this is a daunting prospect – but we are here to help. We have a great Digital Engagement team who are going to be running digital skills drop-ins (see page 3). You can find out more about the online Portal and how to use it on page 11 and we also share some important advice about digital safety on page 9.



We are here for you and always happy to hear from you.

Take care this winter and best wishes,

Yvonne Castle
Group CEO at Johnnie
Johnson Housing



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WHAT'S ON

We have lots of opportunities for you to get involved and share your feedback. For more information, visit our website or just ask your local Community Housing Officer.

Further Events in 2022

Repairs Forum (In partnership with Fortem)

Join our virtual, online Repairs Forum to speak with key members from Fortem, our repairs and maintenance contractors, and representatives from our Estate Services team. Give feedback and ask any questions you may have about your repairs and maintenance.

Thursday 15 December - 10.00am - 11.00am

Estate Services Forum

Join our online Estate Services Forum to talk directly to the team. Provide feedback on your estate services and ask any questions you may have.

Thursday 22 December - 11:30am - 12:30pm

Digital skills drop-in

Digital skills and IT help and support drop-ins will be held throughout the month in our Independent Living properties. Drop by your computer room or communal lounge to receive support on any technology based issues or ask any questions you have about your phone, laptop, or tablet. It's also a great opportunity to find out more about our website, Resident Portal, and app.

Speak to your Community Housing Officer or check your noticeboard to find out when yours is happening.

Need to talk to us?

If you need to get in contact with us before the next event please get in touch with our Customer Experience team on **0345 3055335**, who will be happy to help.

Christmas Opening

Our Customer Experience Team phone line closes at 5.00pm on Friday 23 December and reopens 8:30am Tuesday 3 January.

Don't worry, any emergency repairs* will still be covered by our Out of Hours service on **0345 305 5335**. For non-emergency repairs, a mutually convenient appointment will be arranged.

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

Gifting at Christmas

We would like to gently remind all residents that our colleagues are unable to receive gifts at any time, including over the Christmas period. This may seem unseasonal but we have a duty to ensure that our conduct at all times avoids suggestion of any improper motives.

Hello from Sue Lock, our new Chair of the Board



I am delighted to have taken up the post as Chair of the Board at Johnnie Johnson Housing. We are all extremely grateful to John Sandford, the departing Chair, who was an incredibly valued member of the Board team for nine years, providing great expertise in many areas, particularly in our planning for carbon neutral.

I am looking forward to continuing my work with JJH. With my experience as a member of the Extra Care Charitable Trust, which focuses on providing affordable housing to the over fifty-fives, I am passionate about helping people to live better and live longer.

My experience of housing associations, together with my knowledge of care for elderly residents,

will enable me to make a real difference and offer significant support to all at Johnnie Johnson Housing – customers and colleagues alike.

I recently enjoyed talking to residents at the Annual Resident Conference in York, and I am very much looking forward to meeting more customers in the months to come.

HOW WE COMMUNICATE WITH YOU

Whether you are reading this issue of **Voices** magazine as a digital or paper copy, we want to make sure that we are communicating with you in the most accessible way for you. At the same time, we want to remind you that the most efficient way for us to deliver timely and current information to you, is to do it digitally.

There are also significant costs associated with the print and distribution of this magazine, and we are always looking for ways to save on our outgoings, so that this can be passed on to our customers. We are of course, passionate about reducing our carbon footprint too.

Please take a couple of minutes to share your communications preferences with us, by clicking on this QR code - it will really help us deliver our communications to you efficiently.



Spotlight on Our Money Advice Team



Emma Spencer -
Income Lead



David Midgley -
Money Advisor

We would like to introduce you to our Money Advice team, who provide financial advice and support to residents.

We chatted to Emma, our Income Lead and David, our Money Advisor, who are working hard to support our residents who may be experiencing financial challenges or need help in accessing the right benefits.

Currently, the UK is facing a worrying economic situation and we know that many of our customers are affected. Tell us about the type of support they can access through your team?

We are largely dealing with welfare and benefits claims. People might contact us when they have a change in circumstances such as when they are unwell, can't work or are approaching pension credit age – there are various reasons why they might reach out to us.

We advise people on the options available to them for their pension, or we might help them with a disability benefit claim – pointing them in the right direction to get their health condition recognised and helping them through the process. Or we might help someone with their DHP (Discretionary Housing Payment) application, if they are eligible.

Can you help people who struggle with getting online?

With organisations such as Citizens Advice being overstretched, we are able to offer extra support where people need it. We also recognise that many of our older customers in particular struggle with online systems, so we are on hand to assist. Other organisations are offering online support in the main at the moment, so we know that this means a lot of our residents just aren't able to access that, which is where we can help too.

Are there any in-person opportunities for residents to access support and advice?

Yes, we are running drop-ins across all of our independent living schemes. Although, it will take us a while to get to everyone, we are working our way around them. If residents would like to find out when we are due to visit their property, they can speak to their Community Housing Officer. And the important thing to say is, this service is not just for our independent living residents. Those who live in our other properties are very welcome to come along to a session in their nearest venue.

Can you help people with budgeting too?

We understand that our residents want to manage their own finances. But we are happy to support them by showing them how to use income and expenditure forms, and understand what they should prioritise in terms of debts, legal obligations and so on. On our website, we have a useful budgeting tool, which we recommend everybody uses, no matter what their financial situation.

www.jjhousing.co.uk/manage-your-home/advice-and-guidance/money-matters/budget-calculator/

What one piece of advice would you give about managing finances?

If you are struggling, speak to someone. Don't bury your head in the sand. We understand how hard it is hard to speak to someone you've never met about your personal financial affairs, but we are here to help.

Look at your outgoings and learn simple ways to budget. Go back to basics with your income and expenditure. Take control and be mindful of your spending.

If you need support from the team, then please do not hesitate to contact us by calling **0345 305 5335** or emailing **money.advice@jjhousing.co.uk**

NEWS FROM THE DEVELOPMENT AND GROWTH TEAM

The Development and Growth team is working hard to grow the business for the future needs of our customers. We caught up with two members of the team - Lin Powell, Director of Development and Growth, and Amy Robinson, Development and Growth Officer – to find out more about the exciting plans they are working on, as they deliver the strategy, and build relationships with local authorities, developers and Homes England.

What is the JJH development plan for the next ten years?

AR: We have a strategy to build a minimum of 1000 new homes by 2032. 80% of these will be independent living schemes for the over 55's, with 20% general needs in our key priority areas.

What are your priorities when planning the new builds?

LP: We want to invest in new homes, meeting the needs of our customers. Our new builds will be well designed, safe, secure and energy efficient.



Left to right: Karen Owens, at Pro Care accessible wet room and bathroom specialists, welcomes Steph Mason, Connie Somerville, Bronte Laing, Amy Robinson from JJH, together with Laura Wood from Invisible Creations, who create accessible and attractive adaptations to help people live well in their homes.



How do you work out what our customers need?

AR: Our customers are integral to our success. We have worked closely with them on the design of our new builds, improving products and design based on their valuable feedback.

So where are you building next?

AR: We currently have 31 homes on a site in Wilmslow, 14 in Doncaster and 25 in Chinley. We also have a number of new opportunities on the horizon and further projects already in development.

What are you most excited about?

AR/LP: We are starting to deliver on our growth ambition to build independent living schemes in our key priority areas, which will enable our residents to live longer and live better. We have just finalised the development specification which ensures are homes are well, designed, safe and secure.



Connecting through gardening

A number of residents have been sharing stories of their gardening activities which have had a positive impact on their wellbeing.

Residents from Blenheim Court, Derwent Court and Boulmer Court, with help from Fortem, have been hard at work in their communal garden areas, making the most of the opportunity to socialise with their neighbours – re-acquainting themselves with old friends and getting to know new ones.

Residents at Boulmer Court enjoyed picking up new gardening techniques and planting a variety of plants, producing some fantastic results and adding vibrancy to the space.

Derwent Court also got involved, creating a beautiful display. Community Housing Officer, Denise later hosted a communal garden meeting, with everyone feeling inspired by their newly-enhanced surroundings. Resident Linda

told us how the activity made her feel part of a community, and comments were made by others about the mental health benefits of gardening and socialising. Residents now intend to hold monthly gardening meetings at Derwent, to discuss future plans.

Blenheim Court residents started a vegetable garden, overseen by keen gardener Alan. Blenheim Court resident Veronica, together with Fortem, also set to work on improving the potted plant area, creating a more welcoming front entrance. Fellow resident Elsie, told us what a great social opportunity the gardening has been:

“This has brought residents together... some are joining in for fun and others are contributing their domino card winnings to our Garden Fund...Now we can enjoy a mass of colour in what was once a bare courtyard.”

The communal aspect of gardening has allowed residents to really connect with each other over an uplifting shared project.

Pictured: residents at Boulmer Court and Blenheim Court

We love to hear what our residents have been up to. While we cannot include everything in **Voices** magazine, we're always looking for news and photos for our website, so please do share all your stories with us by emailing yourphotos@jjhousing.co.uk

STAYING SAFE ONLINE

As the world around us becomes ever more digital, we understand it can be daunting thinking about needing to do more 'online' and doing it securely. We are here to help.

Being aware of possible scams and fraudsters is important even if you are not online.

At this time of the year in particular, there is an increase in the sort of messages you may receive by text message as well as email. They may appear genuine, but some are attempting to get you to give personal information such as card numbers or bank account details. Here are some of the most common scams currently doing the rounds:



Postal delivery messages

These sort of messages may appear to be from Royal Mail or other couriers and will inform you that an additional payment is required for delivery. They will contain a link to website which may appear genuine but is fraudulent. Do not click on the link – simply delete the message.



Messages from banks

These messages will inform you that activity has taken place on your account and that you need to click a link to verify it. Never click the link or enter any details. If you are unsure, you can contact your bank by calling the telephone number on your debit/credit card.



Job or money-making offers

Messages like these will offer an opportunity to make money or to test products. By clicking any links and entering details, the fraudsters will have access to your information.

If you receive any text messages (SMS) that are unsolicited and seem suspicious, you can report them by forwarding the message to **7726 (Ofcom)** no matter what mobile network you are on.

If you want to know more or feel you may have been the victim of a fraud, you can find information at actionfraud.police.uk

If you want to know more about our upcoming digital skills workshops, please ask your Community Housing Officer.

Keeping warm in winter

We are all trying to minimise our heating bills at the moment, so here are our 12 top tips for staying warm for less this winter.

- 1** Fill a hot water bottle while you're doing the dinner dishes and seal it tightly. Slip it between your sheets to preheat your bed, or keep it on your lap all evening to stay warm.
- 2** When you're watching TV, it's easy to get chilly because you're not moving around. Make sure you have a couple of blankets so you can wrap up.
- 3** Add extra blankets to your bed, and consider an electric one if you can. It actually only costs pennies to run an electric blanket or throw all night. It costs a lot more to keep the heating on. So, layer on those blankets or get an electric blanket to stay toasty all night.
- 4** Looser-fitting clothing traps more of your body heat, which helps you stay warmer. Wear multiple layers of natural fibre clothing to stay warm and comfortable.
- 5** Wear thick socks and slippers. If your feet are cold, the rest of your body will be too.
- 6** And a hat... you might feel silly wearing a hat indoors, but wearing a hat actually makes a lot of sense.
- 7** Open the curtains on the sunny side of your home during the day, and the radiant heat will help warm your home. Close them before sunset to trap the heat indoors and shut out the night-time chill.
- 8** Add thermal liners to the curtains to prevent heat loss, and draught excluders where you have a draughty door.
- 9** After a hot bath, leave the water in the tub until it reaches room temperature. Not only will the heat from the water warm your bathroom, but it will also increase your home's humidity, making the air feel warmer.
- 10** If you have a radiator, cover a large piece of cardboard with aluminium foil and slip it behind. This will reflect heat back into the room.
- 11** After cooking dinner, leave the oven door open to release heat into the kitchen. If you have a tumble dryer or dishwasher, you can do the same with these too.
- 12** An electric heater can just warm the room you're in, so you don't have to heat the whole home. Select one with an auto-off timing feature and a sensor that shuts the unit off if it tips over. Take it with you if you change rooms, and never leave it running unattended.

HOW THE PORTAL CAN HELP YOU

We are delighted that since launching, over 800 customers are using the online Resident Portal, where you can report a repair and make payments at a time that suits you. And, we have more new features coming that will enable you to do even more. If you haven't managed to register yet, we explain how you can use the portal and simple steps on how to get online below.

You can now safely access information and services at a time and place to suit you.



Manage your home

The Resident Portal is safe and simple, allowing you to manage your tenancy details and information in one place.



Make a payment

You can pay your rent in a way that suits you. The quickest way is to use the portal.



Report a repair

If you need to book a repair or get advice on fixing a problem yourself, the portal is the easiest and fastest route.



Update your information

Keep your account information up to date and select your contact preferences so we can always contact you when needed.

How do I access these services?

On the homepage of our website, simply click on the 'Resident Portal' button at the top of the page.

OR

Type <http://portal.jjhousing.co.uk/> login into your browser

OR

Download the app from the App Store or Google Play Store. Just type **Johnnie Johnson Housing** in the search.

OR



Scan this QR code on your phone or tablet and it will take you there.

We understand that some of our customers will need more help and support getting online. This is where our Digital Engagement Team would love to help you....

Digital Engagement Coach, Jack is here to help - offering support to our residents that need it. Whether you need help taking the first steps to going digital, or you have a burning question about using the Portal, we will be able to help you feel more confident in being online.



We are also running **Digital Drop Ins**, and you can speak to your Community Housing Officer about those.

If however, you are registering for the Portal yourself but run in to any difficulties, you can call us on **0345 305 5335**, or email general.enquiries@jjhousing.co.uk

Or you can also access our handy support guides here - www.jjhousing.co.uk/manage-your-home/advice-and-guidance/lets-get-digital/portal-support-guides/

All those who are registered on the Portal will be entered into a Prize Draw for a Luxury Hamper - **the perfect treat to beat those Winter blues.**

Please note: The resident portal hamper competition is open to JJH residents of the UK aged 18 and over and applies only to active users of the portal. Prize draws are not open to employees or agencies of JJH. Only one entry per person, per household. The draw will commence on 01 February 2023 and will include any resident who has registered onto the portal by midnight on 31 January 2023.

DEMENTIA UK

JJH are supporting Dementia UK as our chosen charity for the year ahead. Colleagues and residents are being encouraged to get involved with fundraising activities...

Whether you want to walk, knit, bake or do something completely different to raise funds, you'll be helping the charity develop more Admiral Nurses, who give life-changing support to families living with dementia, enabling them to face the future with confidence.

We welcome all suggestions, and are eager to know what kind of activities our residents would be keen to get involved in.

If you have an idea, please let your Community Housing Officer know or email communications@jjhousing.co.uk



IN IT TO WIN IT

Thank you to everyone who entered our recent **Voices** competitions and congratulations to the winners.

Paul Griffiths won the £100 M&S voucher for completing the crossword and Elizabeth Barrow won the Paddington Bear gift set for her entry.

We hope they both enjoy their prizes!

Complete the crossword below using the Across and Down clues. Once completed, the shaded letters will form an anagram. Tell us what this Autumn themed word is at **communications@jjhousing.co.uk** Remember to title your email 'Competitions' and include your name, address and telephone number.



Across

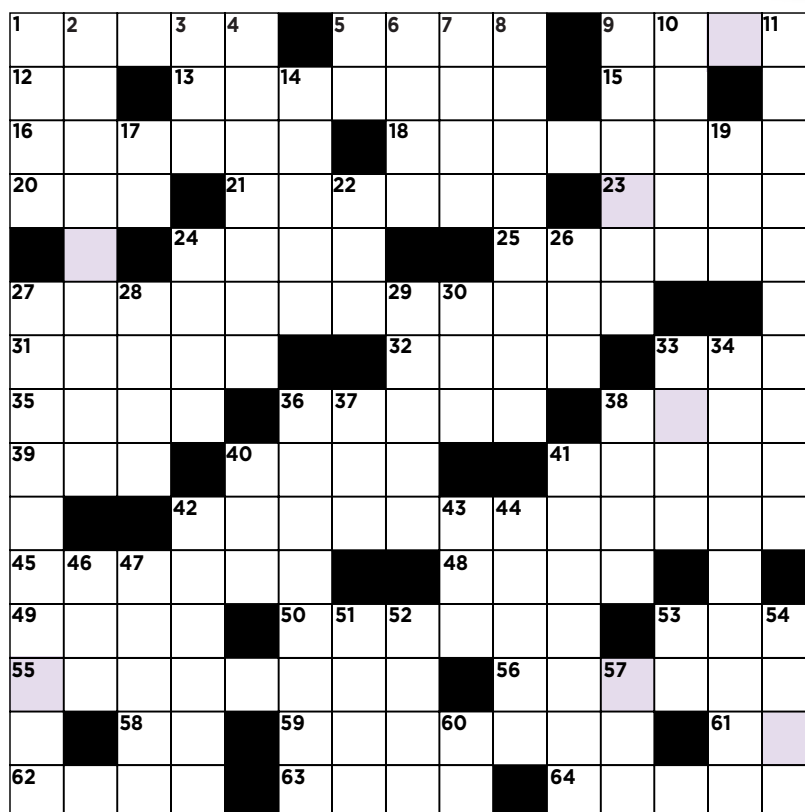
1. Egg White
5. Former Soviet Union
9. Doorway part
12. Negative vote
13. Not freely moving
15. Belonging to
16. Shocked with horror
18. Highly pleasing to taste
20. Fish eggs
21. Small cable
23. Crazy (Colloq)
24. Active
25. Anoints
27. Earnest
31. Angered
32. You
33. Worthless dog
35. Fetid
36. Nide
38. Hawaiian Dance
39. Prefix, new
40. Train track
41. One of the United Arab Emirates
42. Act of dislocating
45. Ten year period
48. Envelop
49. Merely
50. Seethed
53. -kwon do (Korean martial art)
55. Body of doctrine
56. Warehouses
58. Prefix meaning without

59. Motives

61. Satisfactory
62. Hereditary factor
63. Fiddling Roman emperor
64. Chronicle

Down

1. Growl
2. Lover of words
3. Mount - N.W. Qld mining town
4. Saved
5. Objective case of we
6. Window ledge
7. Swing around
8. Said again
9. Connected
10. In an entangled state
11. Strait between Australia and Tasmania
14. Stow away
17. Masculine pronoun
19. Small truck
22. Farewell
24. Lost blood
26. Born
27. Misdeed
28. Pot-pourri
29. Coral island
30. 17th letter of the Greek alphabet
33. Dice
34. Capital of Mongolia
36. Illegitimate



37. Tear
38. Mound
40. Free
41. Blind alley
42. The beginning
43. Shoemakers tool
44. Formula of belief
46. Finish
47. Wash
51. Double curve

52. 8th month of the Jewish calendar
53. In the direction of
54. Portable ice box
57. Pressure symbol
60. Therefore

WIN!
A £100
M&S gift
voucher

Please note: The crossword is open to JJH residents of the UK aged 18 and over. The Prize Draws are not open to employees or agencies of JJH. Please include your name and contact details so that you can be contacted if you win. Only one entry per person, per household. The deadline for all entries is 01 January 2023 after which the competition will close.

Annual Resident Conference

On Tuesday 27 September, over 60 of our residents joined us at York Racecourse for our first in-person conference since 2019.

Residents travelled from many different places, boarding coaches at a number of our most central schemes, with all travel costs being covered by JJH.

They were given presentations by Yvonne Castle (Group Chief Executive Officer), Kathryn Fox-Rogers (Chief Operating Officer) and Debbie Noble (Group Executive Director, Finance).

There was an Exhibition Room, where residents met contractors Tivoli and Fortem, as well as representatives from Astraline; they talked to members of our Neighbourhoods Team, got advice about money matters, found out about our new Wellbeing initiative, learnt about our maintenance and investment plans, and met members of our Board.

Lunch and refreshments were provided and all in all it was really great day.



Board Member, Abdul Ravat had a blast from the past when he bumped in to Brenda Molnar, one of our shareholders at the conference. The last time they had seen each other was in the 1980's, when she had been his Lecturer at Sheffield University. Chief Exec, Yvonne Castle told us: "It was such a lovely moment – he recognised her straight away when I introduced them."



Abdul and Brenda are pictured here with resident and shareholder, Alan Chadwick, and shareholder, Melvyn Hill.

Photo credit: Kellianne Photographer



Check out
our short video
from the day -
<https://youtu.be/mB7f3LD16SE>



Visit the website for plenty more
photos from the day -
[www.jjhousing.co.uk/about-us/
corporate-news/annual-resident-
conference-2022/](http://www.jjhousing.co.uk/about-us/corporate-news/annual-resident-conference-2022/)



SPECIAL OFFER
Johnnie Johnson
HOUSING
**FREE MONTH &
SAVE £50**



PERSONAL ALARMS

HELPING YOU STAY SAFER, FOR LONGER, IN YOUR OWN HOME

Non-invasive and with a service level of your choice, we provide discreet support when you need it most.

- Are you or a loved one experiencing more frequent falls?
- Maybe you don't have next of kin living nearby?
- Concerned about emergency services wait times?

From devices with in-built falls detectors that trigger an alarm when you, or your loved one, falls, to our 24 hour responder service available in your local area, providing in person emergency assistance.

WHY CHOOSE ASTRALINE?

- ✓ **Reliable.** UK based 24-hour call answering, 365 days of the year.
- ✓ **Fast.** Once it connects your call will be answered in under 60 seconds.
- ✓ **Trusted.** 98% of service users would recommend us to family or a friend.
- ✓ **Experienced.** Over 20 years of experience in the industry

ONLINE SHOP

You can browse, order, and manage products and services online from Astraline.
Enter code **JJH2022** at the checkout and receive one month free and no set up fee on any product or service upgrades.

TIPS TO HELP REDUCE YOUR RISK OF FALLING

- Stay active – keeping your body fit and well helps to avoid stiffness and increases muscle strength.
- Look after your eyes and ears.
- Good footwear – shoes and slippers that fasten well, sturdy, with grippy soles and not loose fitting.
- Medication – certain medicines and combinations of different medicines may affect balance.
- Hydration – if you don't drink enough, you can become dizzy, so always have a fresh, non-caffeinated drink nearby that you can sip throughout the day.
- Personal alarms – devices such as a wearable alarm or fall detector can raise help quickly should you fall or worry that you might.



Contact us today via our website for more information and to discuss how we can help you get on with life.

WWW.ASTRALINE.CO.UK