

listen • talk • share

Voices

Spring 2023



Money Advice

Get savvy with
shopping savings

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Welcome to Voices!

Hello there! I am thrilled to be bringing you our Spring 23 issue of Voices magazine.

The first few months of 2023 have been busy for all of us here at JJH, and teams across the organisation have been working hard to make positive differences to the lives of our residents in so many ways.

We have also announced that the changes to our priorities mean that we can invest an additional £1.8 million into existing homes this next financial year. Read more about that on Page 14.

We are ever more aware of the difficult times we are all experiencing at the moment, so our Money Advice team are working harder than ever, supporting residents through regular drop-ins, one-on-one phone calls and visits. They are a fantastic and approachable team and a very important resource available to all of you.

Take a look at our Money Saving pullout (Pages 7 to 9) to find out more.

On Pages 12 and 13 you can read about the positive Beat the Winter Blues campaign, where our residents were selected for prizes, bringing smiles to their faces during those tricky winter months. Huge thanks to our partners who got involved with this.

In March, in line with national legislation, the new Tenant Satisfaction Measures (TSM) surveys began, and I would like to say a big thank you to all those of you who were contacted and took the time to give us your feedback. This feedback is so valuable to us with our Customer First approach, and will help shape the service you receive from us as your landlord in the future.



There will be more happening with this in coming months so thank you in advance to anyone who takes part.

And don't forget, we always like to hear from you, however you choose to get in touch.

Warmest wishes for a bright Spring.

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 2023

Regional Meetings

If you live in a Johnnie Johnson Housing home, you're welcome to join our regional meetings. These meetings cover topics relevant to you and your region. It's a great opportunity to meet the team face-to-face and ask questions.

Woolsington Court, Northumberland, NE22 5UH - Tuesday 18 April 2023

Brundish House, Rotherham, S66 8JT Wednesday 19 April 2023

Clifford Hilditch, Greater Manchester, M8 5AW Thursday 27 April 2023

Money Advice Sessions

Join our Money Advice Sessions to talk directly to the team. These sessions will provide you with information and support on how to increase and manage your income and benefits, based on your circumstances.

Visit our website to find out our upcoming sessions or email directly money.advice@jjhousing.co.uk

Resident Ground Maintenance Workshops

Join our Resident Ground Maintenance Workshops in partnership with Tivoli, to talk directly to the Estate Services team. You will be able to provide feedback and ask any questions you may have.

Heightside, Altrincham, WA15 7AU Wednesday 17 May 2023

Albert Ball House, Nottingham, NG5 9NS Wednesday 24 May 2023

Blenheim Court, Tyne and Wear, NE10 9SJ Thursday 25 May 2023

Need to talk to us?

If you need to get in contact with us please contact our Customer Experience team on **0345 305 5335** or talktous@jjhousing.co.uk. We are happy to help.

We are trialling some changes to our opening hours

In January, we introduced a 4.5 day working week trial. This means that JJH colleagues still work the same number of hours, but that they are condensed.

This actually means that we are more available to residents between Monday and Thursday, allowing the business to close slightly earlier on Fridays. It's important to note, there are no changes at all to the service you receive from our repairs and maintenance contractors or the emergency 24/7 service you receive from Astraline. Those services continue to operate as they did before.

We also always have an on-call rota and emergency number. Plus, don't forget about using the Portal for non-urgent requests.

It is important to us as an organisation, that whilst looking after and retaining the best colleagues, we also ensure that our productivity and most importantly, service to residents remains consistent.

Here is a reminder of our opening hours



Monday | 8.30am – 6.00pm

Tuesday – Thursday | 8.30am – 5.00pm

Friday | 8.30am – 1.00pm

Keeping you safe in your home

We have been working hard to ensure that you have the latest knowledge and advice regarding safety in your home.

We have published information about Fire Safety and Damp and Mould to help you understand the risks and preventative measures.

You can also find useful content here:

www.jjhousing.co.uk/manage-your-home/advice-and-guidance/



DAMP AND MOULD

What to look out for

- 1 Keep your home ventilated – open doors and windows whenever possible, especially when cooking, showering and bathing.
- 2 Keep an eye out for peeling wallpaper or damp patches on walls.
- 3 Don't store items or furniture against exterior walls.
- 4 Make sure your extractor fans are switched on and working, in kitchens and bathrooms.
- 5 Check for mould patches in cupboards and behind blinds and curtains.
- 6 Make sure seals and pipework around baths, showers and sinks are water-tight.
- 7 Don't dry wet clothes on radiators.

We are here to help

If you are concerned about damp and mould in your home, our team can help. Speak to your Community Housing Officer or call us directly on **0345 305 5335**

Getting rid of mould

You don't need to buy any of the expensive anti-mould products on the market – a simple household remedy is just as effective.

Don't forget!

To protect yourself from mould and its spores, you should wear gloves, a mask and goggles. Gloves also prevent any skin irritation.

- 1 Add full-strength white vinegar to a spray bottle and spray it directly onto the mould.
- 2 Let it sit for at least an hour where possible, before wiping away.
- 3 If you need follow-up scrubbing, combine one teaspoon baking soda with two cups warm water. Pour into a spray bottle, shake and spray onto the mould. Scrub with a brush or scouring pad.
- 4 Rinse with warm water, then spray again with the vinegar and let it dry.

FIRE SAFETY PREVENTING FIRE

It is important to follow this basic advice to help keep your home fire-safe.



Regularly check your smoke alarms and replace or report if faulty



Do not store anything in your hallway that could obstruct your exit – especially highly flammable items



Only use the heating system fitted in your home. Never use any kind of radiant heater (ie gas or paraffin-powered open flame, or electric bar)



Never leave a lit flame unattended



Do not place candles near soft furnishings



Extinguish all smoking materials properly and never smoke in bed



Register any new appliances in case of recall



Never run tumble dryers when you go to bed or leave home



We caught up with Nick Ansell, our Fire Safety Lead, who has some advice about lithium-ion batteries, which are used in things like mobile phones, laptops, e-cigarettes, electric bikes and scooters and cordless power tools.

Firstly, it is important to know that lithium-ion batteries are very safe. Nevertheless, there are some safety tips that we should all follow:

- Overcharging, overheating, damage to the battery can all result in a chemical reaction within the battery that results in a fire. So do not charge overnight or on soft furnishings.
- Always use the charger that came with the product.
- Don't leave devices in direct sunlight, and replace damaged batteries.
- Dispose of batteries in recycling points at supermarkets rather than throwing away with your household waste.

CALLING THE FIRE SERVICE In the unlikely event of a fire, your first step must be to call the Fire Service:

DIAL 999

- Give the number you are calling from and ask for the Fire Service.
- Once you are put through, tell them clearly where the fire is, giving your full address including post code.
- Do not hang up until they have repeated the correct address back to you.

Remember! Always close Fire Doors - do not prop them open.



Learning in the Lounge

Residents at Blenheim Court in Gateshead have been treated to a series of *Learning in the Lounge* sessions, as a result of a partnership between Equal Arts and Gateshead Council.

With felt-making, clay moulding, Christmas card and centre-piece making sessions, residents enjoyed a really varied, creative programme before Christmas.

"Blenheim is just brilliant, the residents are such a great bunch and an absolute delight to work with. Such an inspiring group, who are so enthusiastic..."

Hannah Shaw, Facilitating artist

"I would have never experienced anything like it if I had not been living here. It is lovely getting together and learning new skills... Overall, it was just lovely doing something new and different. We never stopped laughing."

Blenheim Court resident

In January and February, the residents enjoyed seven weeks of music sessions, where they used their creativity to write lyrics about becoming older and wiser. The group then also selected their own instruments and composed music for the song.

"Blenheim Court has been amazing; I think it has been one of my favourite groups to work with. All the residents were brilliant, open and willing to give anything a go. There are some very talented people in this group. We wrote, produced, and performed a beautiful song together."

Caroline Roach, Facilitating musician

The music sessions also had a very positive effect on those who took part:

"I didn't think I would make it... I didn't want to come as I can't sing, but with the help of Caroline I have really enjoyed it."

"I really enjoyed the sessions, it has been very interesting and nice to be with people, to talk and interact."

"It's been a joy working with the residents. They've really engaged with each other and the task in hand. Who'd have thought six weeks ago they'd have devised, written and performed their own songs about creative ageing... They've come on leaps and bounds as individuals and as a whole ensemble! They're keen to continue and are now exploring ways to set up as a creative group, who want to try out more fun activities."

Jos Forester-Melville, Learning in The Lounge Project Manager

Watch our singers here:
www.youtube.com/watch?v=ZfHaEQgmiYk&t=20s

HELPING YOU GET DIGITAL

In an increasingly digital world, we know that you may want to be able to access information you want at a time and place suitable to you. We also know that not everyone has the confidence or skills to be able to get online.

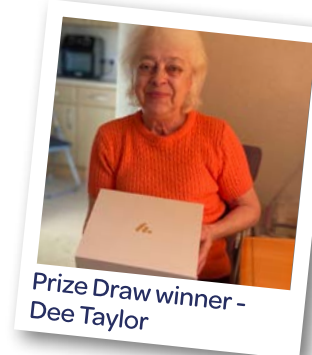
We provide support and guidance for those that want to get online, gain more confidence or increase your skills.

Noticeboards - Going digital

We have been installing digital noticeboards in the communal areas of some JJH properties. These allow us to get messages to you faster and ensure you are kept up to date with activities within your home.

Using the digital noticeboard, you can access local information such as bus/train times, using a simple, user-friendly interface. You will also be able to submit requests for Digital Support, from getting started online and using our resident Portal, to accessing support on any topics you may have questions about.

We will continue to install more digital noticeboards through the coming months.



A hamper of treats!

All those who are registered on the Portal before 30 June will be entered into a prize draw for a hamper of treats! Our latest winner Dee Taylor, was delighted with her afternoon tea hamper!

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 1 July 2023 and will include any resident who has registered onto the portal by midnight on 30 June 2023.



Scan this QR code on your phone or tablet to visit the Portal. If you need support in signing up you can email

general.enquiries@jjhousing.co.uk or call **0345 305 5335**. We also have a handy support guide on the website www.jjhousing.co.uk/manage-your-home/advice-and-guidance/lets-get-digital/portal-support-guides/



Digital Drop-Ins

If you would like to register for the Portal, but you're not sure where to start, or if you want to know how to find things on the website or app, support is available at our Digital Drop-Ins with our Digital Engagement Coach, Jack.

Check the What's On page on the website to find out when and where the next one will be, speak to your Community Housing Officer, or look out for updates on your Digital Noticeboard..

Upcoming digital drop-ins 11am-1pm:

Halifax House, WF13 4AN - Tuesday 18 April
Radford House, SK2 5DL - Thursday 20 April
Hornchurch House, SK2 6LY - Monday 24 April
Wansbeck Court, NE22 5BU - Tuesday 27 April
Millom Court, LA5 0AN - Tuesday 9 May
Spey House, SK5 6TD - Thursday 11 May
Kenley Lodge, SK7 2DD - Monday 15 May

Check our website for more dates and locations.
*dates correct at time of going to press

Are you signed up to the Portal?

John has been a resident with JJH for 17 years and he thinks the Portal is great,

"For me, it is another method of getting in touch, rather than using the telephone perhaps. I use it to find out what's going on and to report any repairs that I need."

The best and quickest way to manage your home, report repairs, make a payment or let us know of any changes to your contact details, is to log in to the Resident Portal.

Over 900 of our households now actively use the online Portal, which allows you to access services at a time and place convenient for you. We even have an app to give you a better experience on your mobile phone or tablet, available in both the Google Play Store and Apple App Store. Just type Johnnie Johnson Housing in the search.

MONEY ADVICE

Our Money Advice team have been working closely to support residents with advice and guidance around all things financial. Between 1 November 2022 and 31 January 2023 alone, the team has helped residents secure significant amounts:

£4614

Grants and funding

£2707

Discretionary Housing Payments

£2522

Universal Credit

£900

Housing Benefit

£859

Attendance Allowance

£810

Personal Independence Payment (PIP)

Maybe they can help you too?

Our latest member of the team, Joanne Wilson came on board in January this year. With over 18 years' experience in Housing and Community Investment, Joanne is a specialist in supporting people with money advice and benefit entitlements.



Joanne is passionate about helping our residents:

"My aim is to help residents maximise their income and minimise expenditure, to improve their financial wellbeing, reduce the risk of rent arrears, and help sustain their tenancies and thrive in their homes. I have a strong passion for supporting people to reach their goals and can provide person-centred support, coaching and guidance."

If you don't already follow us on social media make sure you do, as our regular **Money Saving Monday** posts give lots of useful tips on ways to make your money stretch further. And you can find plenty of informative articles in the Money Matters section of our website - www.jjhousing.co.uk/manage-your-home/advice-and-guidance/money-matters/

Drop-In Sessions

Between January and March, we ran twelve Money Advice Drop-Ins across the North West, North East, and Yorkshire and Derbyshire. These sessions are open to all our customers, and we will be running more in the future, so if you would like to come along take a look on our website - www.jjhousing.co.uk/manage-your-home/resident-involvement/money-advice-sessions/ to find out when your nearest one will be taking place.

Don't forget, our Money Advice team are here to support you with no judgement. Whether it's help with making benefits applications, claiming pension credit, creating a monthly budget or a debt management plan, our colleagues have a wealth of experience and will help you however they can.

Here is what one of our residents had to say about the support he has received:

"David came to see me regarding my PIP review form. I struggle with completing forms, and he helped me fill it in and attach all the necessary documents and evidence. I also asked about getting pension advice so we contacted moneyhelper.org.uk, and a free appointment has been booked over the telephone for me. I really appreciate his help and the time he spent with me."

Get savvy with shopping SAVINGS



Everyone is having to tighten their belts right now, but there are always essential purchases that need to be made. We've put together a handy guide of the best places to find bargains, to help make it less of a squeeze...

Finding the best deal

Nobody likes paying more than they have to, so shop around by using price comparison websites. Just type in what you are looking for and it will show you the best deals.

We recommend:

- £ Pricerunner
- £ Moneysavingexpert
- £ PricespyUK
- £ Idealo
- £ Comparethemarket

Whatever you're shopping for, get savvy and check out these online sites, for amazing discount codes to use at a variety of retailers such as Boohoo, Bensons Beds, Dominos Pizza, Adidas, LookFantastic and many more.

- £ Vouchercodes
- £ Groupon
- £ Wowcher

Cashback!

By signing up to sites such as Quidco, Topcashback and Kidstart, you can earn cashback each time you shop in a wide variety of retailers. Membership to these sites is free (unless you opt for the premium version). Just remember to always go for the best deal rather than being swayed by the biggest cashback!

Explore Amazon

With next day deliver-to-your-door options and selling just about everything you can think of, you can always rely on good old Amazon. But did you know, they have a warehouse site, where good quality pre-owned, used or new but with open-box items are sold at a much cheaper price than standard. This even includes laptops, TVs and monitors. Find yourself a top bargain by visiting the Amazon Warehouse Deals section of their website.

Supermarket Sweep...

All the big supermarkets have loyalty cards and rewards apps, which can help you save £££'s on your next grocery shop. Or you can even save up points and convert them into things like rail tickets, hotel rooms, days out and much more. You can either present the card at the checkout when you're at the supermarket, or use the app when you're shopping online.

Blue Light Card: The Heroes Discount

If you work for the NHS, First Response, Armed Forces or certain other Government departments you may be entitled to a blue light discount card – check the website to see if you are eligible for discounts with various retailers – a little thank you for helping those in need.



BLUE LIGHT CARD.



GET MORE HELP HERE

In addition to the support given by our Money Advice team, you may find some of these websites useful too.

Pocket-power.co.uk – a social enterprise dedicated to helping you save on your bills – advising on switching your big bills – utilities, broadband, car insurance etc.

Moneysavingexpert.com – consumer financial advice and the go-to website for finding the best deals.

Gov.uk/check-benefits-financial-support/ to check which benefits and financial support you are eligible for.

Citizensadvice.org.uk/debt-and-money/budgeting/ for lots of advice on budgeting, debt support and much more.

Moneyhelper.org.uk for practical advice on dealing with cost of living challenges.

Trusseltrust.org for information on local foodbanks.

Rainbowtrust.org.uk – sign up for weekly recipes to be emailed to you. Feed your family for under £5.



COOKING ON A BUDGET

For those times that call for a dessert, here is a really simple and low budget pud that is sure to please everyone around the table.

Lemon Drizzle Pudding

STEP 1

Heat the oven to 180°C/160°C fan/gas 4. Butter a 30 x 20cm deep baking dish.

STEP 2

Put the butter and 250g caster sugar in a bowl and beat for 5 mins until pale and fluffy. Whisk in the eggs, then sieve over the flour and baking powder and fold in until you have a batter. Stir in the lemon zest, reserving a little for decoration.

STEP 3

Spoon the sponge batter into the dish and smooth over the top.

STEP 4

Mix the lemon juice with the cornflour in a heatproof bowl to make a smooth paste. Mix the remaining 130g caster sugar with 300ml boiling water in a jug, pour over the cornflour mix and whisk until smooth. Pour this over the sponge. Bake for 45-50 mins until golden and set, and the sponge springs back when touched.

STEP 5

While the pudding is baking, make the lemon drizzle. Mix the icing sugar with enough lemon juice (about half of it) to create a loose consistency. Drizzle over the sponge while it's still warm and decorate with the reserved lemon zest. Serve straightaway on its own or with cream.

Ingredients

- 250g soft butter or marg plus extra for the dish
- 380g caster sugar
- 4 eggs
- 250g self-raising flour
- 1 tsp baking powder
- 3 lemons, zested and juiced
- 2½ tbsp cornflour
- 50g icing sugar
- 1 lemon, juiced and zested

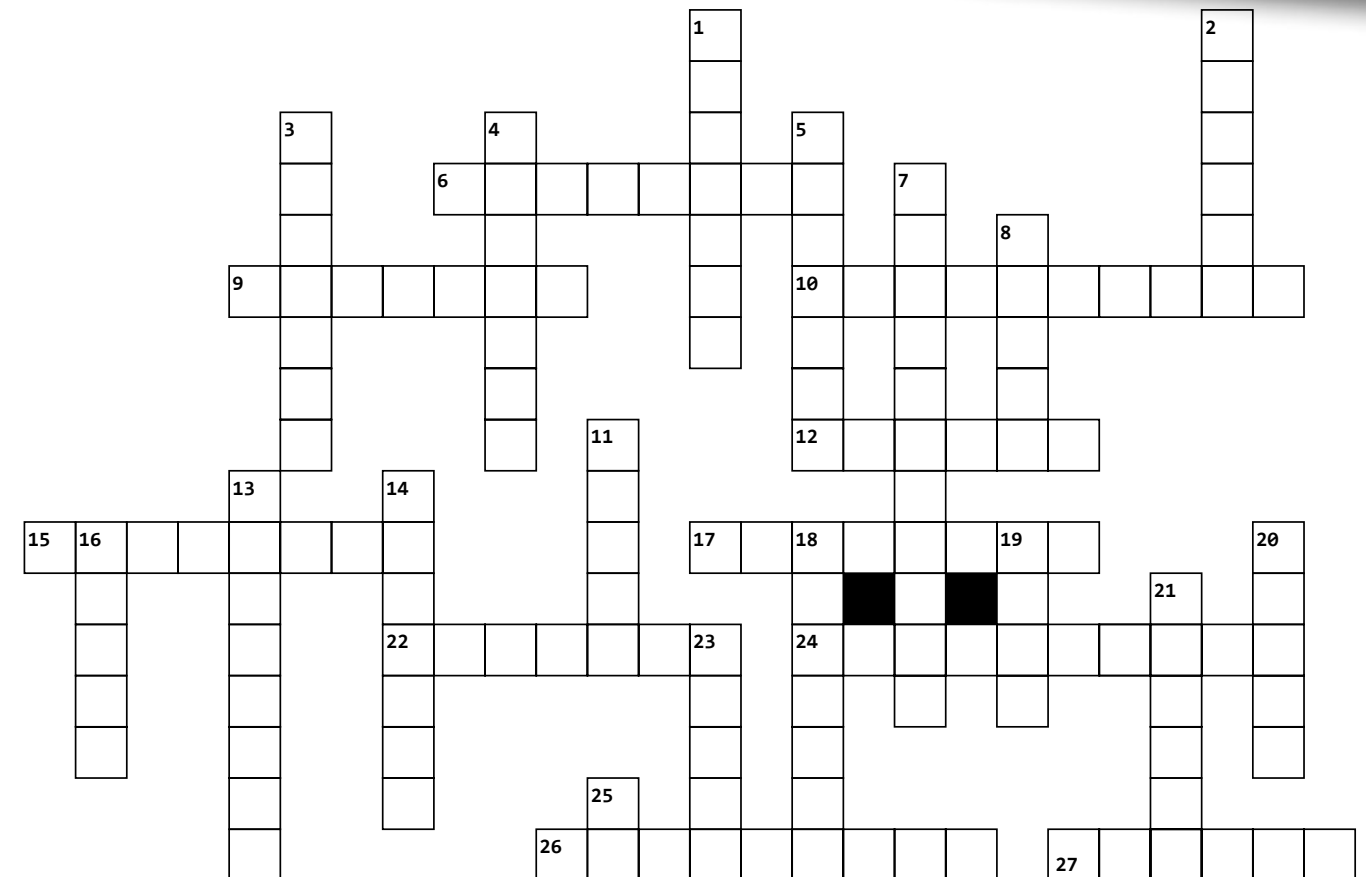


COMPETITION TIME

Congratulations to our crossword winner from the last issue – Margaret Globe of Woodford Court. Margaret, who has been a resident there for 25 years, was delighted with her M&S voucher and was looking forward to heading out for a shopping trip with her husband of 65 years, Morris.



Competition winner Margaret Globe



Down

1. Played in whites
2. The bird that signifies the arrival of Spring
3. Capital of Malta
4. Open shoes
5. I do like to be beside it
7. Famous playwright who was born this month
18. Two wheels
19. A time when people give something up
20. Delivers Easter eggs
21. Walking over hills
23. The longest day
25. Football cup final in May
28. Most south-westerly point in UK

Across

6. Outdoor cooking
9. Where the shorts come from
10. Holiday at home
12. Island of eggs
15. Yellow flower
17. Protects you from the rain
22. April rain
24. The celebration of our new monarch
26. Temple in Athens
27. A body of water near the sea
29. Lunch on a rug
30. The patron saint of England

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 31 May 2023 after which the competition will close.

WIN!
A £100
M&S gift
voucher

Beating the winter blues

During January and February, you may have seen our **Beat the Winter Blues** campaign...

We wanted to support and offer advice and guidance, as well as comforts and treats to as many residents as we could. We know the winter months can be difficult at times, so we seized this opportunity to help improve the wellbeing of our residents.

With the support of our generous donors and partners, every JJH resident was entered into weekly prize draws for shopping vouchers, goodie bags, hampers, heated blankets and air fryers.

Mavis at Kenley Lodge said it's the first thing she has won in the whole of her 94 years! She was overjoyed.



Christine O'Connor at Manston Lodge was absolutely delighted with the voucher she received.

This campaign would not have been possible without the enthusiastic collaboration of our partners: Fortem, Mediaworks, MIS, Sure Maintenance, Swizzels Matlow, Tivoli and We Are Resource.

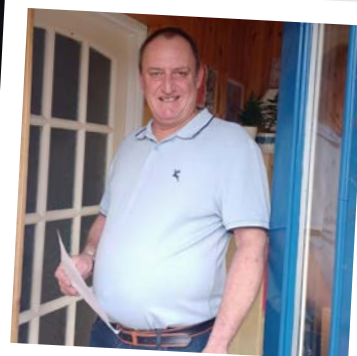
We are extremely grateful to them for their contributions.



Our resident at Maguire Avenue was delighted with her new air fryer courtesy of MediaWorks. Hers had just broken, so it was very well timed!



Brian Robson at Rochford House received his Love2Shop voucher.



Mr McGuirk at West Street "Thank you very much. My partner is over the moon - we never win anything!"



Pauline Rolls at Bader Court "Thank you very much it is so random but so lovely and kind."

Resident at Woolsington Court "Thank you so much, I am so grateful and happy, it has made my month."



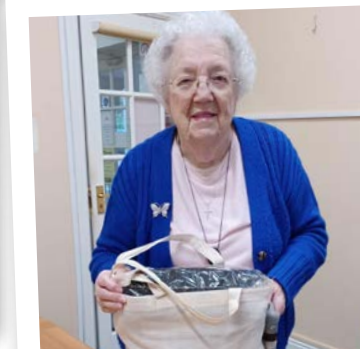
Rebecca at Excelsior Buildings "Lovely... I could do with one of these thanks"



Mr. Wigham at Derwent Court



Residents at Woolsington Court "We are not very good with words but we would like to say a huge thank you to Johnnie Johnson Housing."



Mrs Dredge at St Andrews Court was really pleased and thought it was such a nice thing to receive.



"I'm over the moon! Looking forward to using it. Thanks for your continued support." Davy, resident at Keelmans House

Little thank yous

You can nominate a neighbour for a little thank you at www.jjhousing.co.uk/little-thank-you-card/

HELPING YOU SAVE MONEY



We have also partnered with The Green Doctors from Groundworks.

Find out more about how to access support on our website, where you can complete a referral form for a home visit from the team who can help with things like:

- ✓ Energy efficiency advice
- ✓ Energy efficiency grants / discounts
- ✓ Energy debt and repayment plans
- ✓ Water advice, social tariffs, debt support, efficiency
- ✓ Identifying, assessing and reporting heating repairs or damp and mould
- ✓ Installation of energy saving measures
- ✓ Signposting for extra support



Resident at Wansbeck Court said "It was a lovely surprise to have won, I am really pleased, I am really looking forward to looking through it."

Make a referral

www.jjhousing.co.uk/about-us/corporate-news/green-doctor-make-a-referral/



The Better Social Housing Review

AND WHAT IT MEANS FOR YOU

Doing best, what matters most for customers with an additional £1.8million investment in your homes and services.

We launched our Customer First programme over 18 months ago, a programme that was committed to doing best, what matters most for our residents. This resulted in us increasing our investment by £500,000 to focus on really knowing our residents, offering more services 24/7, enabling people to be digital first and employing experts who, crucially add value to residents, day in, day out.

The continued investment in our existing homes is important to us, so we are pleased to announce that we will be investing an additional £1.8million in key priorities.

We know as your housing provider, we might not always get it right and we are committed to continually improving and learning from your feedback and experiences.

In June last year, we welcomed the launch of The Better Social Housing Review which was set up by The National Housing Federation (NHF) and Chartered Institute of Housing (CIH) to tackle social housing issues in England.

An independent panel led the review, with the aim of making practical recommendations to social housing providers, the government and everyone else with responsibility for social housing.

The key findings supported our clear future vision; a commitment to providing valued face-to-face service, engagement and communication with our residents, listening to you and more importantly, taking action to improve the service you receive.

You can read more about the outcomes of the review here
www.bettersocialhousingreview.org.uk

These include:

- Continuing with our fire and building safety programmes
- Planned work around energy efficiency
- Digital technology for independent living call systems
- Continuing to develop our award winning 24/7 alarm receiving centre Astraline; who are leading the way with the analogue to digital (A2D) switch.

Committing to this investment has meant that JJH was required to review original plans for the coming years, and whilst this is positive news for our customers, it does mean that we will experience some changes internally. For now, we will be scaling back both our new homes programme and our innovation in digital transformation. We are ensuring that we prioritise investment in essential services, to keep our residents safe and well, ensuring our existing homes are ones that people are proud of, and love to live in.

SEVEN KEY FINDINGS CAME OUT OF THE REVIEW. WE ARE REALLY PLEASED TO SEE THAT WE WERE ALREADY DOING A NUMBER OF GREAT THINGS ACROSS ALL OF THESE FINDINGS:

1. Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it.

Work already underway: We have ensured that our corporate objectives for the coming year are linked directly to the seven findings of the Better Social Housing Review and these objectives will form the basis of our work over the coming year.

2. Housing associations should work together to conduct and publish a thorough audit of all social housing in England.

Work already underway: We have already started work on the implementation of the Tenant Satisfaction Measures (TSM's) and you may have already been contacted to take part in our initial informal survey, which we hope will give us an overview of our current position.

3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an outstanding maintenance and repairs process looks like.

Work already underway: We are continuing to work with our key repairs and maintenance contractor, Fortem to ensure they have increased involvement in our engagement plan for the coming year and you can hear more from them about the service they deliver.

4. The Chartered Institute of Housing should promote the traditional housing officer role as a supported and valued employment opportunity, with a Chartered Institute of Housing recognised programme of training and continuing development.

Work already underway: Prior to the Review, we had already been sharing best practice with CIH about our plans, training approach and roles, which we've linked to our colleagues' individual personal development plans.

5. Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.

Work already underway: We have plans to refresh and relaunch our approach to engagement, with a wider representation of customers and to ensure the voice of the customer is strengthened; this will consist of bite size assessments based on feedback through satisfaction surveys, complaints and data information.

6. Housing associations should develop a proactive local community presence through community hubs which foster greater multi-agency working.

Work already underway: Our Wellbeing Teams have increased their work with partners and have already successfully secured funding to deliver fantastic resident activities, such as *Learning in the Lounge*, which you can read about on page 6.

7. Housing Associations should support tenants and frontline staff to undertake an annual review of the progress each organisation is making in implementing this review's recommendations.

Work already underway: We continue to promote our performance on our website and our social media channels in the form of *You Said, We Did*, moving forward this work will be further enhanced with our Assurance Panel.

GETTING DIGITAL, STAYING CONNECTED

We have some top tech to giveaway...

We are here to help our residents become more digitally savvy. This Spring we have partnered with our friends at Unilever for this exciting competition.

Our Getting Digital Competition means lucky residents are in with a chance of winning some fantastic tech.

Win one of:

- Two Apple Mac Airs 2019
- Two light purple iPhone 11s
- Two Jabra wireless headsets



To enter the competition you can visit www.jjhousing.co.uk/manage-your-home/resident-involvement/getting-digital-competition/ or scan the QR code on your smartphone.

Alternatively speak to your Community Housing Officer. The deadline for all entries is midnight on 31 May 2023. For full terms and conditions visit our website.



**SPECIAL
OFFER**

Johnnie Johnson
HOUSING
living longer, living better



**FREE MONTH &
SAVE £50**

astraline
a partnership for living



**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 or NHS pressures?

From devices with built-in falls detectors that raise an alarm following a fall, to our 24 hour, local responder service, providing in person emergency assistance, Astraline has a service to suit everyone.

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

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.



ONLINE SHOP

You can browse, order, and manage products and services online from Astraline.
Enter code **JJH2023** at the checkout to receive one month free and no set up fee on any product or service upgrades.

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