

# Trust talks

## WE NEED A NEW NAME!

**For over fifteen years we have been posting Trust Talks to all our customers - but now it's time for a change!**

You will have noticed that we're no longer referring to ourselves as The Wrekin Housing Trust. We're changing everything to say The Wrekin Housing Group; you may have even seen that our website is now Wrekin.com

As changing our name everywhere is an expensive exercise, we're only updating things when they're needed – like signage for new sites and uniform for new starters.

We need a new name for our newsletter that captures all of our tenants and customers across our organisation, so we're holding a competition to see who can come up with the best name. The winner will see their suggestion used and receive a gift voucher for their creativity.

Email your suggestion with your name and contact details to [TrustTalks@wrekin.com](mailto:TrustTalks@wrekin.com) or send via the freepost address. Details can be found on the back page of Trust Talks.



**SUGGEST A  
NEW NAME TO  
WIN £100 IN  
VOUCHERS!**

And be sure to take a look inside the address sheet for information of how you can request our customer magazine in the future, and be in with a chance of winning an Amazon Echo!



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## The editorial team

The team would like to thank everyone who has got involved with this edition of Trust Talks. If you have any ideas or feedback, please email:

[TrustTalks@wrekin.com](mailto:TrustTalks@wrekin.com)

### Editor

Amy Walker

### Copywriters

Kathryn Holmes & Edward Thomas

### Graphic Designers

Lois Harding & Kathy Hackett

## COMPETITION

**TIME!**

This edition of Trust Talks is packed full of competitions. Digital vouchers and an Amazon Echo are up for grabs!

Look out for the rosette to read more details and how to enter.



# Wayne's Wrekin word



Welcome to the latest edition of Trust Talks.

What a start to 2020! Where the news has moved on from Brexit to global pandemics, and throughout we have been working hard to make a difference to people's lives.

Thank you to all of our customers for your support and understanding during the COVID-19 outbreak. We are continuing to keep you safe in your homes, provide care services and provide vital support and advice – particularly around money and debt. As you will see in this edition of Trust Talks, we have changed the way that we are working and have proactively reached out to our older and more vulnerable customers. If you are struggling, please do get in touch and we will do our very best to support you.

The situation may change, so please continue to check Wrekin.com and our social media channels for updates and further information. You can also sign up to receive email updates by emailing:

[coronavirus@wrekin.com](mailto:coronavirus@wrekin.com)

This will be the last edition of Trust Talks as you know it. We will be revamping the design and there will be a new name next time, please enter the competition to suggest a new name and you can also sign up to receive your edition digitally.

I hope that you and your families are keeping well. Stay alert to stay safe, help control the virus and save lives.

## Wayne Gethings

## Laura Hilditch

### Chair of the Tenants' Panel

I hope you are all safe and well, and keeping busy. I have started a new hobby - acrylic painting! I'm enjoying learning something new.

The Tenants' Panel is still working on your behalf, receiving policies at our homes instead of travelling to meetings. Our most recent project has been the scooter policy, which we all made comments and recommendations on.

I do hope you agree that under exceptional circumstances The Wrekin Housing Group and its employees have pulled together. They have been volunteering their time and services to helping the most vulnerable in our community, while still providing front line services and advice.

I know it's difficult out there so please take care, look after and be kind to each other.



# How to avoid falling victim to fraud

Unfortunately, there has been an increase in the number of scam and fraud cases since the COVID-19 outbreak. We're here to remind you to be alert and lookout for scams, bogus callers, suspicious calls and emails.



## Phone calls

You may receive calls from people pretending to be your bank, the Council, or even Wrekin.

We have been making genuine calls to check on our more vulnerable customers to see if they need more support at the moment.

## Bogus doorstep callers

Criminals have been targeting older people on their doorsteps, offering to do their shopping. We have also had reports of people cold-calling customers impersonating Wrekin trades, trying to gain access to their property.

## Scam emails or text messages

Email and text message scams can trick people into opening malicious attachments, putting them at risk of identity theft. These email and text messages

can look authentic and be tempting – especially if they are offering cash and support at this difficult time. One common scam is to receive a false email from someone claiming to be HMRC.

## Remember

- We will never ask for your personal information, bank or card details over the phone. Neither will your bank, nor local Council
- Always ask to see ID of anyone that visits your property claiming to be from Wrekin. If in doubt, don't let them into your home
- With emails, or texts, don't click on links that you don't recognise or look strange. Use your mouse to hover over links to see if they look genuine. If you think you have received a fraudulent HMRC-related email or text message, you can check

it against examples published on GOV.UK

- Be vigilant. If something seems too good to be true, it often is, and is probably a scam
- If you receive any contact from us and are unsure at all, get in touch on 01952 21700, or email [enquiries@wrekin.com](mailto:enquiries@wrekin.com) to check it's really us.

You can report cases of suspected fraud on the Action Fraud website at:

[actionfraud.police.uk](https://www.actionfraud.police.uk)

For more advice about scams visit the Citizens Advice website: [citizensadvice.org.uk](https://www.citizensadvice.org.uk)

For the latest government advice on fraud and cyber-crime, visit [GOV.UK](https://www.gov.uk)

# Fire safety on balconies

Fires on balconies could spread as fast as those inside a building so it's imperative you take extra care to avoid fire risks.

“Balcony fires can spread quickly and affect the whole of your building, not just your flat.”

Andrew Lockyer, Fire Safety Category Manager, says: “It is understandable people want to use their balconies, especially when the weather is nice and after being at home for so long, but it's important to take extra care. We need you to make sure you don't use your balcony in a way that could affect the safety of you or your neighbours.”

Andrew has put together these key tips to help keep you safe this summer:

- Keep your balcony clear and free from trip hazards and clutter
- Fully extinguish cigarettes and dispose of them in a suitable container
- Don't use your balcony to store white goods, fuel cylinders or any other flammable substances
- Never use BBQs on a balcony, not even disposable ones.

It's also important that you regularly check your smoke alarm in your property. You can find out more about fire safety on our website. If you have any concerns about the fire safety of your balcony or home, call us on **01952 217000** or email [enquiries@wrekin.com](mailto:enquiries@wrekin.com)



# Staying social

**We've been nominated for Older People's Landlord of the year, which is a fantastic example of how we work together with our older residents to create warm and vibrant communities.**

The nomination focuses on our corporate trips and events on schemes. With events ranging from bocchia to bingo, seaside holidays to annual gardening competitions there was lots to get involved in. However, the COVID-19 pandemic and new social distancing rules have had a huge impact on what we can do.

Head of Retirement Housing Paula Reynolds says; "Unfortunately, for the time being we have cancelled many of the social events we love. We have had to change our focus, helping to keep our older residents safe and well, and ensure everyone is able to get the essentials they need."

From quizzes to aerobics, social distancing doesn't need to mean being unsociable at our schemes! Colleagues have been coming up with innovative ways of interacting with residents to inject some fun into their new daily routines.

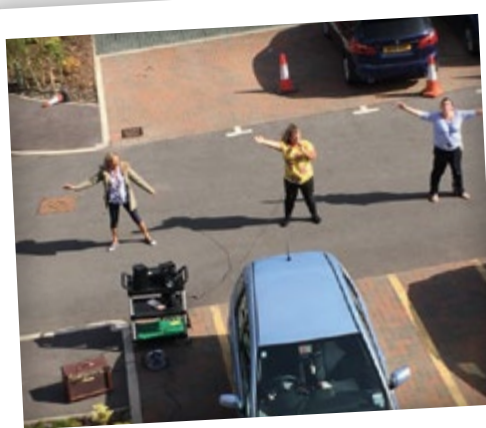
**“It's simple but fun, and that's what everyone needs at the moment”**

Sharon Wakeling, Service Manager at Withywood in Shrewsbury says; "It has been heart breaking not to offer a friendly hug at difficult times. However, we want to stay positive and are working together to find new ways of socialising with our residents.

It's the little things that people appreciate like a smiley face on their medicine delivery. Our game show 'nice two metre, two metre nice' is based on the Generation Game and has been a real hit. It's simple but fun, and that's what everyone needs at the moment."

For Katrina Pooler, Events Co-ordinator, things are very different but her role is still the same. "I'm usually out and about with our customers, organising their trips, activities and community groups. While things have changed a lot, our customers are still at risk of social isolation and loneliness – especially at the moment as family and friends are unable to visit."

We regularly post updates from our schemes on our social media accounts. Follow us at [@WrekinHG](#), both on [Facebook](#) and [Twitter](#), for more photos and videos.



Visit our YouTube channel

<https://bit.ly/2SYO1Fk>

to see more of what our staff have been up to!



# Working together to support our communities

**During this period of uncertainty, teams from across Wrekin have been adapting to new roles, helping to make sure our customers and communities can get the essential supplies they need.**

Plasterers and Maintenance Supervisors have been transporting food parcels, Trades have been shuttling PPE around our schemes and care environments, and the Legal team have been supporting ShireLiving schemes –to name but a few! Some members of staff have volunteered to carry out interim duties supporting areas where we are now busier, like in care settings and providing advice around money and benefits.

Here is just some of the work that our staff have been carrying out in the community:

<p>Delivering food parcels to tenants in need, from food banks across all of our areas</p>		<p>Helping with medicine and shopping, particularly with essentials</p>
<p>Carrying out deep cleans of properties for people home from respite care</p>	<p>Calling to check on vulnerable customers</p>	<p>Delivering equipment to other staff members so they've been able to work from home</p>
<p>Training extra Mobile Response Officers for our pendant alarm service</p>	<p>Delivering and installing vital goods like fridge freezers, beds and washing machines</p>	

Executive Director of Operational Services, David Wells said; “We are really proud of how colleagues across Wrekin are working together and with partners to support our communities. Everyone has been happy to muck in, help and adapt. By keeping in touch with our most vulnerable customers we’re ensuring that people can easily ask for the help that they need.”

We've also had some great responses from our customers, too.

If you feel like you could do with extra support at the moment, please do not hesitate to get in touch.

You can find more information at: [Wrekin.com/coronavirus](http://Wrekin.com/coronavirus) or call **01952 217100** where someone will be happy to help.



“ Thank you for all of the ongoing support. I am very relieved to know that I have this kind of support available. ”

“ Thank you for your calls, it's so nice you care. ”

“ I'm shielding due to medical issues and can't get out at the moment. I feel supported and reassured that there is someone there to help. Once this is over, I'll be supporting my local food bank. ”

“ I really appreciate the calls and messages. Keep up the good work, you're doing a marvellous job! ”

“ I'm really grateful of your support for my mum, who has dementia. I live a long way away so the food parcels and welfare calls are great; I am so impressed with the added value you're providing. ”





# Art competition

— Inspire our next calendar —

## Calendar art competition | 2021



We want our 2021 calendar to be our most vibrant and colourful one yet!

For the second year, we're holding an art competition and want to find twelve lively and colourful images to guide us through the months.

### Life on your doorstep

The theme is life on your doorstep; as we have to stay at home more, think about what you can see around you. It may be a view from your window, something you notice on a daily walk or a still life of objects you love.

We will be looking for colourful and creative artworks. There are no restrictions on age and any media goes from paintings and photography to crochet and ceramics.

The 12 winning entries will be published in our 2021 calendar with an overall winner taking pride of place on the front cover. We hope to hold an exhibition later in the year to display and celebrate the finalists. Good luck!

Email your entry to [calendar@wrekin.com](mailto:calendar@wrekin.com). You can read more, including information about rules and instructions, at [Wrekin.com/calendar](http://Wrekin.com/calendar)

# 3 IS THE MAGIC NUMBER

## triple award nominations

We have been shortlisted for three awards at the UK Housing Awards, which recognise and reward the very best of the UK housing sector.



### INNOVATOR OF THE YEAR

For embracing innovation and the development of our own IT systems, which has enabled us to transform the way we work.

### RESIDENT EMPLOYMENT & TRAINING

For helping our residents gain the skills, experience and confidence they need to become employed through The Marches Construction Ready Project, as featured in our last edition.

### BEST OLDER PEOPLE'S LANDLORD

Read more about this on the page 4.

The awards take place in September and we will let you know how we get on!

# The Wrekin Tenants' Charter

Many of you may remember the consultation we carried out last year in relation to the new National Housing Federation and the Together with Tenants initiative. Wrekin volunteered to be an early adopter of the initiative and have since agreed our new Wrekin Tenants' Charter. This charter includes the six Together with Tenants' commitments and a revised set of service or local standards.

While the whole organisation is committed to delivering on these overall commitments to you, some of our local standards are still being affected by the government's social distancing restriction but will be resumed as soon as possible. Our commitments are:

## Relationships

We will treat all tenants and residents with respect in all interactions. Our relationships with tenants and residents will be based on openness, honesty and transparency.

## Communication

Tenants and residents will receive clear, accessible and timely information from us on the issues that matter to them, including important information about their homes and local community, how we are working to address problems, how we are run and information about performance on key issues.

## Voice and influence

Views from tenants and residents will be sought and valued, and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by us on the issues that matter to them and can speak without fear.

## Accountability

Collectively, tenants and residents will work in partnership with us to independently scrutinise, and hold us to account for, the decisions that affect their homes and services and the quality of the homes and services we provide.

## Quality

Tenants and residents can expect their homes to be good quality, well maintained, safe and well managed.

## When things go wrong

Tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong.

The full Wrekin Tenants' Charter can be found on our website at [Wrekin.com](http://Wrekin.com). We developed the website to contain our key operational performance for 2019/20 and our key operational policies, which is one of our new service standards. It is also your opportunity to feedback on these and let us know if you find them interesting or whether there is other or different performance or policies you would like to see.

Your Customer Assurance Panel will be monitoring our compliance with the charter and feeding back to the Customer Voice Panel and the Board. We will also publish their findings on our website.

## Become an involved tenant

We're looking for new members to join the Tenants' Panel, our Audit Group and Assurance Panel. If you would like to find out more, or are interested in getting involved in any other way, call 01952 217181 or email [getinvolved@wrekin.com](mailto:getinvolved@wrekin.com)



# COMPETITION

**TIME!**

**WIN  
VOUCHERS,  
CRAFTS AND  
MORE!**

This edition of our newsletter contains more competitions than ever before.

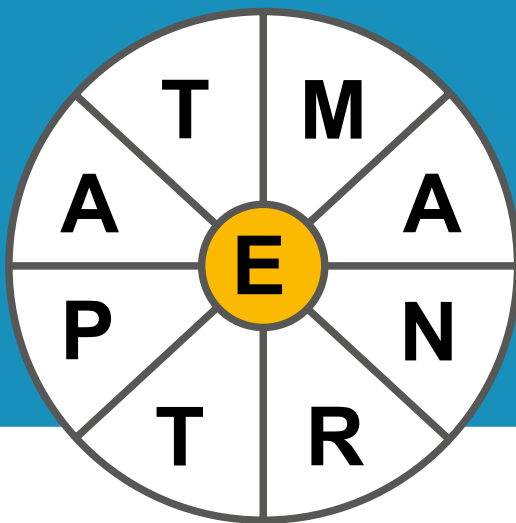
Get your thinking cap on to think of a new name for us (see front page), if you're a Countdown champ then have a go at the word wheel below, or send us a photo of your coloured-in address sheet. Here are just a few things to keep you busy while we're staying at home, staying safe and protecting the NHS.

We have also been updating our website weekly with activities and other things to do from your home, from baking and bunting to visiting a zoo virtually! There's ideas for the whole family at [Wrekin.com](http://Wrekin.com)

**WIN £50  
SHOPPING  
VOUCHER**

## ONE FOR THE WORDS WIZARDS

Using the letters below, see how many words you can make. Whoever finds the most will win £50 of shopping vouchers.



### Here are the rules:

- Each word must include the centre letter
- You can only use each letter once
- No names, place names or trademarks allowed
- Each word must contain 3 or more letters
- If you find the 9 letter word, you get an extra 5 points!

Good luck! Send your list of words along with your name and contact details to [TrustTalks@wrekin.com](mailto:TrustTalks@wrekin.com)

Please email your entries with your name and contact details to: [TrustTalks@wrekin.com](mailto:TrustTalks@wrekin.com) by **Friday 28th August**.

If you are unable to email your entry, you can send it to:  
**Trust Talks competition, M&C, The Wrekin Housing Group, FREEPOST RTSU-ATXA-ZATE, Colliers Way, Old Park, Telford, TF3 4AW .**

By entering our competitions, you agree to having your photo taken for promotional purposes. All competition entrants must be Wrekin tenants. If you are entering on behalf of a child, please include their name as well as your details when sending in. To opt out of receiving our newsletter, email [TrustTalks@wrekin.com](mailto:TrustTalks@wrekin.com)

**Congratulations to Debbie Hinton** from Ellesmere for winning the wordsearch competition in the last edition of Trust Talks!