

JUNE 2021

YOUR

WREKIN

MAKING A DIFFERENCE TO PEOPLE'S LIVES

Historic Haybridge Hall renovated for retired residents

2022 CALENDAR ART COMPETITION

HELP FOR CUSTOMERS

The Wrekin Housing Group



COVID-19 UPDATE

We are continuing to deliver our services in a covid-secure way, keeping you and our staff safe. For more information please visit [wrekin.com](https://www.wrekin.com)



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Get in touch

getinvolved@wrekin.com

01952 217181

WAYNE'S WREKIN WORD



Welcome to the latest edition of Your Wrekin.

As you read this, we are now a step closer to normality with further restrictions being eased as part of the government's roadmap out of lockdown.

A lot of hard work has gone into bringing the vaccines to our local communities to protect our most vulnerable residents.

More people will be eligible for the vaccine in the coming months and I would encourage everyone to get their jab when offered. As restrictions ease, please continue to follow government guidelines to help keep you and our staff safe.

Over the coming months, we'll continue to deliver our services in a Covid-safe way. If we are due to visit your property for any reason, please let us know if you, or anyone in your household has Covid-19 symptoms. This helps us keep you and our staff safe.

Our Money Matters team have helped hundreds of customers who have suffered financial hardship during the pandemic. If you're struggling, please don't bury your head in the sand. Whether it's information about a range of benefits you may be entitled to, or debt advice, the team are here to help.

Our popular calendar competition is back. Each year, we receive so many brilliant entries from across our communities and last year was no exception. This year's theme is nature's therapy and we are looking for colourful and creative artworks - from paintings and photography to crochet and ceramics.

Please keep safe and well and continue to check our website and social media channels for the latest news. Let's continue to work together in partnership to make a difference to people's lives.

Wayne Gethings, Chief Executive

Laura Hilditch, Chair of the Tenants' Panel

Hello fellow tenants, and welcome to this new edition of Your Wrekin. I have been an involved tenant for around 15 years now. The Tenants' Panel helps ensure your voice is heard, and is at the heart of everything we do. We want to help improve services, strengthen our communities and create places and opportunities everyone can be proud of.

One of the benefits of being an involved tenant within Wrekin is that you are able to join in a variety of ways. From keeping in touch through our email surveys, to joining our established groups; the Tenants' Panel, Auditors, Customer Assurance Panel and Customer Voice Panel. I can speak from experience about the genuine influence and impact that tenants can have here at Wrekin.

I would love to see more of us working together for the benefit of all tenants. **You will have the opportunity to make a difference.** So please give us a ring on 01952 217181.

Wrekin Kickstarting job creation

We are giving young people the chance to get into work as part of the government's Kickstart Scheme.

The Kickstart Scheme encourages organisations to provide young people between the ages of 16-24, with six month work placements. By July, we hope to have kickstarted some 50 careers at Wrekin. Here are some of our Kickstart employees:

SANAM LEAL

Content and Campaigns Assistant

“This is an incredibly exciting opportunity for me. To be able to work with experts in my field of interest for a successful organisation that genuinely makes a difference to people's lives, is a really proud moment.”



LYDIA WALKER

Welfare Support Worker

“From day one I have had an unbelievable amount of support and have been lucky enough to join a team who have welcomed me with open arms. I look forward to everyday and can't wait to see what the future holds.”



KICKSTART SCHEME

SUMMER DAVIES-NEWTON

Creative Content Assistant

“The Kickstart Scheme is not just helping to create a better future for myself but also my daughter and for my family.”



ELLIE HUGHES

Catering Support Assistant

“It is a real privilege and great feeling to be working within an organisation that has such a heartfelt approach towards everything they do. This is a huge opportunity to help me grow as a person and will set me on an exciting path towards a brighter future.”



We have a number of opportunities and roles available from Kickstart placements to full time roles, please check wrekin.com/jobs for current vacancies.



BUILDING THE FUTURE AT WREKIN

At Wrekin, we have ambitious plans to deliver around 2,300 new homes for affordable rent, rent to buy and shared ownership by March 2025. Our development programme is well under way and we currently have new homes being constructed at sites across Shropshire and Staffordshire.

Historic Haybridge Hall converted into modern retirement apartments

The historic Haybridge Hall, in Hadley, has recently been transformed into ten new, elegant apartments for retired residents.

A newly planted patio area with seating has also been created for residents to relax and enjoy, in a modern space, well-equipped for this purpose.

Matt Beckley Development Manager for Wrekin said, "We're delighted that residents are now moving into these apartments. The hall now incorporates modern facilities together with original features which have been enhanced and preserved."



Springwood, Shifnal



Haybridge Hall communal sitting area



Haybridge Hall communal stairwell



Haybridge Hall apartment kitchen/living area

ShireLiving
Live the life you choose

Our latest ShireLiving scheme in Shifnal opens this autumn. Springwood is a stylish development of 70 one and two-bedroom apartments; its stunning shared spaces include a cafe, lounge and landscaped gardens. Coupled with a friendly team, always on hand to meet any care needs now or in the future, Springwood is the perfect choice for over 55s looking for a hassle-free, comfortable and secure future.

To find out more about Springwood go to shireliving.co.uk or call 01952 217444.

OUR PERFORMANCE 2020/2021

G1/V1
STATUS

We achieved the highest rating from the housing regulator

99.67%

OF CUSTOMERS WERE SATISFIED WITH WORKS TO IMPROVE THEIR HOME

KEEPING OUR PROPERTIES SAFE

- 100% compliance in heating, fire risk assessments and asbestos
- 99.89% of electrical safety inspections completed



REPAIRS



- **95.6%** of customers were **satisfied with the repairs service** they received ▲ 3%
- **83%** of repairs were **completed on the same day** ▲ 4%
- **88%** of our customers were **satisfied that the repair was completed first time** ▲ 6%

INCOME COLLECTIONS

- 82.5% of tenants this year had a clear rent account
- Our Debt Advisor and Debt Service boosted our customers' income by £268k
- No rent evictions were recorded this year compared to an average of between 35-40 in previous years

CUSTOMER CALLS

We've nearly halved the time it takes for us to respond to customer calls



GOOD QUALITY HOMES

100% of our homes met the Decent Homes Standard

VOIDS AND LETTINGS

- The average number of days a property remained void was 34.83 days, up from 14.57 last year, this was due to the covid-secure measures we have put in place
- Despite these challenges, we let 1142 properties last year, including 299 new build homes

ANTI-SOCIAL BEHAVIOUR

- 5.8% increase in reported cases
- Nearly 98% of customers were happy with the way we dealt with the issue



CUSTOMER SATISFACTION

- 87% of customers were satisfied with us as a landlord
- We received 360 complaints

HELP US TO IMPROVE OUR SERVICES

As part of our commitment to customers, we have moved to a digital system for surveys.

So if you receive a text message or email from us inviting you to take part in a survey, please tell us what you think of our service. We're hoping this will increase customer engagement and help us to improve our services to you.



Money Matters



Here to help

If you're struggling to pay your rent and other bills because of the pandemic, please don't bury your head in the sand – we can help.

Our Money Matters Team is on hand to help answer your questions and provide support.

Our expert advisors can help and guide you with:

- **Managing your budget**
- **Help with your utility bills**
- **Debt advice**
- **Advice and help with all welfare benefits**
- **Help to move into employment or training**

Get in touch with our Money Matters team

t: 01952 217234

e: money.matters@wrekin.com

“These are really tough times for lots of families, but the key is to seek support as early as possible.

We have spoken to people who have been furloughed or are facing redundancy and have been able to help them to plan a way forward.

We are here to help. The most important thing is to talk to us as soon as you think you may be facing money problems. We can help you understand what you may be entitled to before debts start to mount up.”

Deb Morrison
Financial Inclusion Manager.

Home contents insurance

Affordable cover for Wrekin customers

Home Contents Insurance offers cover in the event of loss due to fire, theft or flooding. In partnership with Aviva we offer Wrekin customers home contents insurance at affordable rates and which can be paid in fortnightly or monthly instalments. This scheme is exclusively for Wrekin customers and there are no excesses - which means nothing to pay in the event of a claim.

Details at: wrekin.com/contentsinsurance

CALENDAR ART COMPETITION

calls for some natural therapy

We are once again looking for artworks to create our next calendar. This year's theme is nature's therapy.

Think about nature or outside space that has given you comfort, reflect happy memories of a newly discovered local haven or take inspiration from your garden or its wildlife. The 12 winners will be published in the calendar, exhibited, and will each win a shopping voucher. You have until the end of August to get creative in any medium.

To find out more and enter visit wrekin.com/calendar or email calendar@wrekin.com



Winter edition competition winners!

Here's a round up of all the competition winners from our winter edition of Your Wrekin.

DIGITAL SIGN UP WINNER

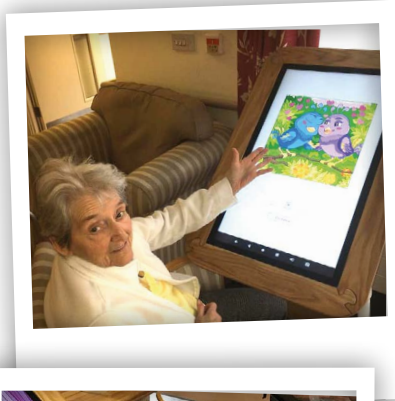
Winston Hopper wins an Amazon Echo after being selected at random for our digital sign up competition.

WORD WHEEL WINNER

Helen Law found 160 words in our word wheel competition and wins £50 of shopping vouchers.

COLOURING WINNER

Our designer's favourite hedgehog colouring was of a beautiful rainbow hedgehog from Kadence Davies. Well done Kadence. You've won £50 of shopping vouchers.



Dementia care home residents loving giant electronic tablets

We are helping residents at our care homes feel more connected to their friends and families – thanks to the introduction of giant electronic tablets.

Residents have fully embraced the new technology – which are equipped with fun games, puzzles and video chat applications.

Katrina Pooler, Wrekin Events Co-Ordinator said:

“ You can see the difference the tablets have made to some of our residents, they’re becoming more relaxed just by seeing their families and being able to speak with them more often, it’s lovely to see. ”

Annual Gas Safety Check

At Wrekin we have a duty to ensure your gas appliances, gas pipework, flues and boilers are in a safe condition to use. To do this, we carry out an annual gas safety check at your home and keep records of each check, this includes taking photos of the appliances. When your gas safety check is due, we will be in touch.

When we visit your home, our teams are following the latest government advice on working in people’s homes. Our trades will ask you to keep to a social distance, this enables our trades to get on with their work in a safe environment, while also keeping you safe.

If you need to re-arrange your appointment please call **01952 217217**.



MY WREKIN
APP
COMING SOON

The Wrekin Housing Group