

NOVEMBER 2021

YOUR

WREKIN

MAKING A DIFFERENCE TO PEOPLE'S LIVES

Building eco-friendly homes

TIPS FOR AN EFFICIENT HOME

MY WREKIN APP

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)



3
Gas safety checks
My Wrekin app

4
Building eco-friendly homes
Tips for an efficient home

6
Is your home the right fit for you?
Springwood ShireLiving

7
Christmas money saving ideas
Calendar art competition winner

8
Your voice
Competition winners



If you would like more information or are interested in getting involved please get in touch.

getinvolved@wrekin.com

01952 217181

WAYNE'S WREKIN WORD



Since our last edition the easing of covid-restrictions has meant a return to normality for many of us, and business as usual for most of the services we deliver. However, we are still very much living with this virus, so we have decided to take a cautious approach in terms of re-opening our area offices. We are still experiencing high numbers of covid cases across our communities, so we believe this is the right thing to do to keep you and our staff safe. We are reviewing these measures on a regular basis, and we'll keep you informed of any changes.

The last few months have been difficult for many. The government's decision to remove the £20 Universal Credit uplift, coupled with rising energy prices – means many of our customers are worried about their finances. Our Money Matters team is here to help – they can assist with budgeting, debt advice and looking at ways to boost your income.

Climate change is a huge topic of discussion at the moment. At Wrekin, we're committed to achieving net-zero carbon by 2050, and there is a lot of work for us to do to meet this target. In this edition, we talk about some of the measures we are taking – which include making both our existing and new homes more energy efficient. Not only is this good for the environment, it also means reduced energy bills for our customers.

Take care and look after each other.

Wayne Gethings, Group Chief Executive

Clive Dann, Chair of the Customer Voice Panel

It's been a busy few months for involved customers like myself. We've worked closely with Wrekin to pull together the Tenants Charter, which clearly sets out what we should expect from Wrekin as a landlord in terms of customer service and levels of communication and engagement. You can view the full documents on the website, and you may receive an email or text message with a link to a survey. Please take a few minutes to complete it – your feedback is important and best of all, you will be entered into a prize draw to win a £100 voucher.

I hope you all love the calendar, included with this edition of Your Wrekin. I think you will all agree that we have some exceptionally talented artists and photographers amongst us.

We are always on the lookout for people to help us with our work. Getting involved allows you to make a real difference. It's also a great opportunity to make friends, build confidence and learn new skills along the way.

GAS SAFETY CHECKS

Our responsibilities

As your landlord, it's our job to check all gas appliances, flues and pipework within homes that we manage are safely maintained.

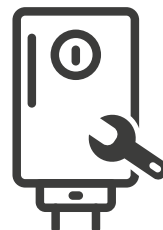
We need to complete all gas safety checks before the 12-month anniversary of the last check comes around. These checks only take around an hour but they are crucial to keeping you safe and warm.

We will send you a letter to notify you about the annual gas service. We understand that life gets in the way sometimes so if you are unable to make your appointment, please contact us on **01952 217217** or email enquiries@wrekin.com to rearrange.

All of our staff and contractors carry photo ID. If you have any doubts or concerns, please call us on 01952 217217 and we will confirm their identification.

Faulty boilers

Faulty boilers can emit carbon monoxide fumes into the air and unlike gas it doesn't smell, so there are no warning signs. If you don't let us in to service your gas boiler you could be at risk of carbon monoxide poisoning, which leads to 200 people being hospitalised and 40 deaths every year in the UK.



Benefits of your annual gas service

- A serviced boiler is less likely to break down and leave you with no heating or hot water.
- You could save money on your energy bills - an annually serviced boiler will run more efficiently.
- It's at no cost to you. We provide gas servicing as a free service to all our tenants.

MANAGE YOUR TENANCY WITH THE MY WREKIN APP

The My Wrekin mobile app is now available to download FREE.

The app allows tenants to manage their Wrekin tenancy at the touch of a button.

You can download the app by searching "My Wrekin" on either the Apple App Store or Google Play Store.

Details on how to get started are available via our website wrekin.com and you will need your tenancy reference number. If you have any further queries about the app - email us at:

mywrekinapp@wrekin.com

We hope that you enjoy using the app. It's early stages so if you have feedback, good or bad, we'd love for you to contact us.

- ✓ LOG A REPAIR
- ✓ MAKE A PAYMENT
- ✓ FIND A HOME
- ✓ UPDATE YOUR PERSONAL DETAILS
- ✓ REPORT OTHER ISSUES



TACKLING CLIMATE CHANGE

We all have a part to play when it comes to tackling climate change. It's our ambition to achieve net-zero carbon by 2050 – that means achieving a balance between the harmful greenhouse gases we put into the atmosphere and those taken out. We are taking a number of measures to help reach this target.

Building new, eco-friendly homes

We have delivered four new energy-efficient family homes at Princess Avenue in Arleston, Telford. They have all been built to the Passivhaus standard - advanced, low energy, draft-free buildings that are well insulated. The way these buildings are designed and built means our tenants also save money via lower energy bills.



Making our existing homes more energy efficient

We are also carrying out work to bring some of our older properties up-to-standard. We are installing solar panel systems into nearly 70 existing homes, as well as 11 new builds. This allows our tenants to store electricity for use at a later time.



As energy prices rise, tips for an efficient home

Wholesale prices for gas and electricity are at an all-time high and we have even seen some energy suppliers go bust. Customers of these companies will have been transferred to new suppliers and placed onto tariffs which charge no more than the energy price cap. The price cap is the maximum limit a company can charge, it's based on consumption and is set by regulators (OFGEM).

Unusually, switching is not advised at the moment as many fixed deals are now more expensive than standard variable tariffs (although this may change in April 2022).

Switch to LED bulbs



They use 75% less energy than traditional bulbs.

Wash clothes at 30°

And weather permitting, dry your clothes outside.

Don't standby

Turn unused appliances off at the plug.



If you're having a brew, **only boil the water you need**

Keep those drafts at bay

- Keep internal doors closed and use draft excluders.
- If you have an unused open fireplace consider fitting a chimney balloon.

Try keeping the thermostat set to 18°

And set your radiator valves to 4-5 for living areas and 1-2 for bedrooms.



Money Matters



Here to help

Our Money Matters team is always on hand to answer your questions and provide expert support and advice.

Contact the team:

t: **01952 217234**

e: money.matters@wrekin.com

You can find more detailed advice about energy and heating including tips if you are on a pre-payment meter at wrekin.com

Tips for older people

- Use a hot water bottle but not with an electric blanket.
- Overheating your home (above 24 degrees) can cause dehydration leading to confusion and even falls.
- Dress for the cold - a few layers of cotton, wool or fleece are much warmer than a big jumper.
- Ensure you are on the priority services register and apply for the warm home discount. Visit gov.uk



Is your home the right fit for you?

At Wrekin we want all of our customers to enjoy their homes.

As life moves on and circumstances change it's important that where you live continues to support your lifestyle and needs. Perhaps your mobility has changed, the garden is becoming harder to manage or family have moved on. We can offer support and advice to help you to feel confident, safe and secure at home.

If you wish to consider a move we have a range of properties including ground floor apartments, bungalows and those specifically designed with getting older in mind - like our Retirement Living and ShireLiving schemes.

If you are finding your home no longer fits your needs please get in touch with your Housing Executive for an informal chat.

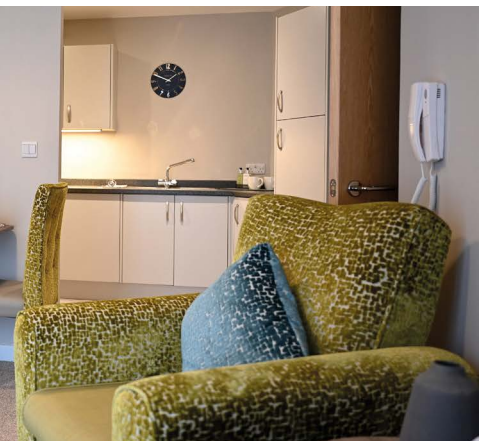
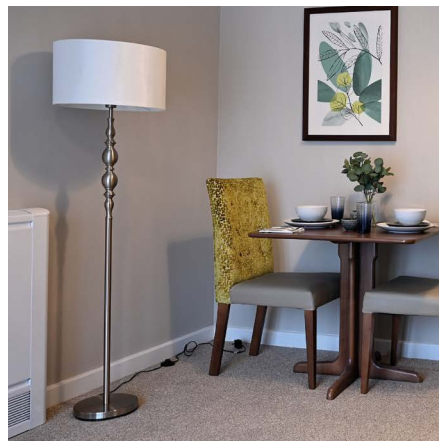
Springwood

Our newest ShireLiving scheme Springwood is exclusively for the over 55s and opens in Shifnal in the New Year.

Its modern one and two-bedroom apartments will be easy to manage with open-plan living areas and accessible bathrooms. There will also be plenty of shared space for socialising like the café and gardens.

Everything is enhanced by Springwood's friendly team who will be on hand to meet any care and support you require now or in the future, helping you live independently.

To find out more visit ShireLiving.co.uk or call **01952 217444**.




SpringWood

West Way, Shifnal
TF11 8GT

Christmas money saving ideas



Create an experience

Whether it's a day at your local park with a homemade picnic or a trip to one of the big cities to visit a museum – you can do this to suit any budget.

Create a nice voucher that they can keep forever, so whenever they see it the memory instantly flashes back!



Something for the kids!

Please don't put yourself into financial difficulty for one day – be a savvy shopper – stick to a budget and shop where the offers are. Look out for discount codes, take advantage of loyalty card points and where possible use cash, not credit.



Create picture gifts

Personalised memory books or wall art make the most perfect gifts for family and friends.

Why not look at **Free Prints**, you usually only have to pay for delivery if you order within the limit, then you can pop out or order some frames online – alternatively you could always do a little scrap book and write some nice messages.



Set up a secret Santa

Instead of having to buy loads of gifts for everyone in your family – set up a family secret Santa.

[Drawnames.co.uk](https://www.drawnames.co.uk) generates an online draw of your participants' names and it's free to use!

CALENDAR ART COMPETITION



Calendar cover artist
Linda Horler

We had a fantastic response to this year's calendar art competition and were thrilled to receive our highest ever number of entries. From landscapes to buzzing insects the standard was exceptional and reflected our nature's therapy brief perfectly.

Thank you to everyone who entered this year and congratulations to all of the artists whose nature inspired artworks make up our 2022 calendar.

A special mention goes to overall winner Linda Horler whose cheeky goldfinch photograph takes pride of place on our front cover! We hope that you enjoy it!



2022 CALENDAR

The Wrekin
Housing Group

WINNER!

The Wrekin Housing Group

YOUR VOICE

We want to hear **your voice**

We've recently introduced an online feedback service.

Our new online feedback service makes it easier than ever for you to let us know what you think about the service you have received. You can receive the short survey by text or email - simply click on the link to give us your feedback. So far this year we've had over 7,000 surveys completed!



COMPETITION WINNERS

Here's a round up of all the competition winners from our summer edition of Your Wrekin. Take a look at your address sheet for all the latest competitions.

DIGITAL SIGN UP WINNER

Paige Bailey wins £50 of shopping vouchers after being selected at random for our digital sign up.

WORD WHEEL WINNER

Daryal Allford found 154 words in our word wheel competition and wins £50 of shopping vouchers.

COLOURING WINNER

Our designer's favourite summer wellies colouring was from Lisa Addis who also wins £50 of shopping vouchers. Thank you to everyone who entered. We hope you had fun.

**WIN £50
SHOPPING
VOUCHERS**

We're running our prize draw again!

Sign up to receive this newsletter electronically for a chance to win £50 of shopping vouchers! See your address sheet for details.

MY WREKIN APP DOWNLOAD FOR FREE



THE EASY WAY TO:

- ✓ Access your account
- ✓ Report a repair
- ✓ Pay your rent

The Wrekin Housing Group