

NOVEMBER 2022

YOUR

WREKIN

MAKING A DIFFERENCE TO PEOPLE'S LIVES



We make a
difference

We get involved
and have our say

Wrekin
VOICES

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How to get involved at Wrekin

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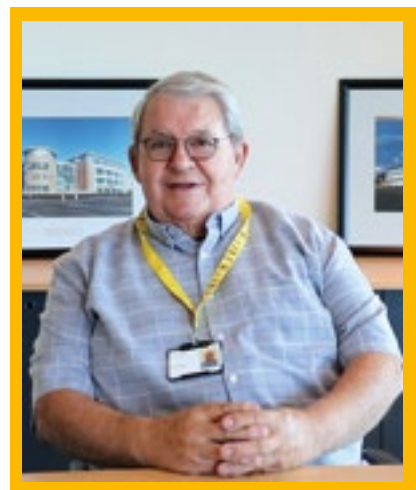
Welcome to the latest edition of Your Wrekin. As energy bills continue to rise, this winter will be tough for many people. Please know that help is on hand for Wrekin tenants during this difficult time. In this edition, you'll find details of various government support schemes and some handy money saving tips. Don't be afraid to reach out if you're struggling with your bills. Our Money Matters team are here to support people with their finances. The team successfully secured £3.5m in extra income for Wrekin tenants during the last year – you can get in touch by emailing money.matters@wrekin.com or calling **01952 217234**.

As the weather turns colder, we often begin to receive an increase in calls regarding condensation and mould. We have included some useful information to explain the causes of these issues and how you can take steps to prevent them.

You'll also see we're currently inviting applications to Wrekin's Community Chest and Partnership Fund, which offer both small and large grants to support community projects that help to make a positive difference to people's lives.

Take care and don't forget to keep an eye out for those around you.

Wayne Gethings, Group Chief Executive



Clive Dann, Chair of the Customer Voice Panel

Being a member of the Wrekin Customer Voice Panel has been a great experience but after three years it's time for me to step down and hand over the reins. However, I will continue to stay involved in other ways.

Being an involved tenant is a great way to make yourself heard and have a say in some of the key decision making at Wrekin. In the past we have helped improve Wrekin's customer service, played a key role in Wrekin's approach to tackling climate change and even helped recruit the chief executive. I've also met some great people along the way!

This month we are launching our 'Make a Difference' campaign, inviting all Wrekin tenants to get involved and have your say. There are a range of ways you can get involved, from taking part in surveys and attending events, to joining one of our working groups. To find out more get in touch at getinvolved@wrekin.com

Our 2023 calendar is now available to anyone who would like one. These are free and available on request. Thank you to everyone who sent in their artwork. There are such a lot of talented people out there and shortlisting the final images was a very difficult task. Congratulations to the final 12 and to this year's winner.

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

getinvolved@wrekin.com

01952 217326

Struggling with high energy bills?

See what support is available

As temperatures begin to drop, rising energy bills continue to be a big cause for concern. That's why now is a good time to remind yourself how you can get financial assistance.

The government's Energy Bills Support Scheme started in October and will see millions of households receive £400 to help pay their bills. Anyone who pays an electricity bill will get the money taken off their energy account monthly between now and March, including those on prepayment meters. How you receive the payment will vary depending on how you pay.

Anyone born on or before 25 September 1956 will also get an extra sum of up to £300 paid to their bank account in November or December.

The Department for Work and Pensions has announced that it will be rolling out the second half of the £650 cost of living payment to those that need it most in November.

A number of energy suppliers offer grants to help you meet the cost of your energy bills. Check your provider's website to see if they provide this support.

Be scam aware

Since the government's energy bill support initiative was announced, we've unfortunately seen a rise in scammers looking to take advantage. People have reported receiving text messages encouraging them to click on a link to apply for the £400 payment or check their eligibility. This is a scam and should be ignored and reported to the National Cyber Security Centre via report@phishing.gov.uk

Don't be afraid to open your post!

One of the most common fears we come across among people facing financial problems is that they're too scared to open their post. This is understandable but allowing letters to pile up means your money problems can escalate quickly.

You could also miss out on getting help. For instance, people on traditional prepayment meters are due to receive their £400 energy bills rebate as a discount voucher in the post.

Letters don't always bring good news but at least by opening them you can act as soon as possible, or ask for help.

Money Matters



Here to help

If you'd like further advice about any of the above, please get in touch with our Money Matters team. The team are also able to offer an assessment on your benefits and let you know about any extra support you may be entitled to.

t: **01952 217234 / 217283**

e: money.matters@wrekin.com



I got involved in the Customer Assurance Panel and then I was doing things like interviewing executives for their jobs!

#makeadifference

**Wrekin
VOICES**

Calling all tenants!

How would you like to have your say on how we do things here at Wrekin?

Your views matter to us and we're always looking for people to get involved and help influence our services. You could make a difference by joining one of our working groups, by filling in surveys, providing feedback or by attending one of our events.

By getting involved you can help shape our services to make them better for all our customers. You could also learn new skills, build your confidence and make some new friends along the way.

There's a range of different ways to get involved that can work around all the other things you have going on in your life. To find out more get in touch.

Retired musician, Roger, has been an involved tenant for over 20 years after enquiring about the high number of fire alarms at his apartment block. He worked with Wrekin to resolve the issue and wanted to do more.

"I got involved in CAP (Customer Assurance Panel) and the Customer Voice Panel and then I was doing things like interviewing executives for their jobs and all kinds of weird and wonderful things"

He adds, "The best thing about being an involved tenant, besides looking after yourself, is getting the satisfaction of seeing things done right. It's really interesting work and you're working on behalf of all the other tenants".

getinvolved@wrekin.com | 01952 217326

Our Community Voice team wants to hear from you!

Our Community Voice team have spent the summer getting out in communities across the county at events, litter picks, walkabouts and community days. It's been wonderful to talk to so many customers right in the heart of their communities.

Following feedback from customers we have visited neighbourhoods to discuss ideas and address issues. There have been so many ideas shared and issues discussed including parking, improving communal areas and advice on money matters.

We are keen to visit more communities and have some more events planned for the near future. For details on our events or if you have any ideas of how we can help your community get in touch at:

getinvolved@wrekin.com



Community fund

DID YOU KNOW?

Last year, we supported community groups and good causes with grants totalling £48,800.

Our community work is really important to us – by working with you, we can help to create friendlier places to live and make a real difference to people's lives.

Wrekin's Community Fund supports groups and projects across our areas of operation. Anyone can apply to the Group's fund, as long as it helps the community and will benefit a significant proportion of customers. Here's how it works...

Wrekin's Community Chest offers grants of up to £2,000 to support community projects. This could be anything from computers to café equipment. If you are part of a group that works to make life better for people or the environment, we can help make it happen.

The Wrekin Housing Group's Partnership Fund offers larger grants (over £2,000) to organisations that are actively working for the benefit of our customers. In order to be eligible for this grant, you will need to demonstrate that your project can improve the lives of our customers and create valuable opportunities in our communities.

Visit wrekin.com/Pages/Customers-and-Community/community-fund to apply and find out more.

Could you be part of our new Customer Committee?

We're looking for Wrekin tenants to be part of this brand-new group to ensure customer voice is at the heart of the design and delivery of our services. The Customer Committee will be responsible for providing assurance to the board that customer standards are being met. We're also looking for a **Customer Committee chair** who will become a member of Wrekin's board.

These are paid roles with travel expenses. For a full role description and person specification please visit wrekin.com/careers



Keeping you safe

Keeping you safe and comfortable in your home is our top priority.

From carrying out annual gas safety checks to providing tips on fire safety, we're here to give you help and advice.

If you have any questions about safety in your home, please call us on 01952 217217. In an emergency, always call 999.



Carbon monoxide

We are now required by law to make sure that carbon monoxide detectors are installed in your home.

If your home doesn't have a carbon monoxide alarm, and you have gas appliances, someone will be visiting you in the near future. Please help us carry out this important work by giving us access when we visit.

Once installed, we will test all smoke / fire and carbon monoxide alarms as part of your annual safety check. The alarms will usually be fitted at a high level in the room, near your boiler.

Fire safety

What we do to keep you safe:

- Carry out an annual fire risk assessment on all blocks of flats
- Maintain and test fire safety systems within a block such as fire alarms, emergency lighting, automatic ventilation systems, dry risers
- Routine block inspections
- Liaise with the local fire and rescue service to ensure they are familiar with the block and its fire measures
- Fit and maintain fire alarms within your home

Fire safety is **everyone's** responsibility. You can help to keep you and your neighbours safe by:

- Keeping corridors clear
- Not propping fire doors open
- Never leaving unattended candles burning
- Not keeping bottled gas canisters inside your home
- Making sure that mobility scooters, bicycles or other items are not left in corridors or anywhere that could prevent a safe exit from your flat
- Ensuring that you test your smoke alarm weekly
- Ensuring that you know your escape routes in case of emergency – and making sure everyone who lives in your home knows them too
- Reporting any fire safety issues immediately to us by calling **01952 217217**
- Booking a "safe and well" visit with the fire service



If you have any questions about safety in your home, please call us on 01952 217217



Damp & condensation

Condensation occurs when the warm air in a room comes into contact with a cold surface, such as a window, mirror or wall, and turns into water droplets. This happens more in rooms where there is a lot of moisture, such as bathrooms and kitchens, and in rooms where there are a lot of people.

Preventative measures

- Don't dry laundry on radiators
- Dry clothes outside where possible or on a clothes airer in a cool room
- Keep lids on pans when cooking
- Consider using a dehumidifier. They don't cost a lot and can remove a surprising amount of water from the air
- Wipe down tiles to remove surface water
- Don't place furniture against an outside wall
- Wipe down windows if water droplets appear

If yellow water marks are present on your ceiling or walls, or you are unsure if your property has condensation please contact the repairs line on **01952 217217**.



There are some helpful videos about condensation in your home on our website. Follow the QR code or search for 'condensation' to watch them.



Word search

All the words in the list below can be found in the grid, apart from one. Find the missing word and email it with your name and contact details to YourWrekin@wrekin.com for your chance to win a £50 shopping voucher.

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Involved | <input type="checkbox"/> Partnership |
| <input type="checkbox"/> Community | <input type="checkbox"/> Growing |
| <input type="checkbox"/> Together | <input type="checkbox"/> Voice |
| <input type="checkbox"/> Communicate | <input type="checkbox"/> Group |
| <input type="checkbox"/> Everyone | <input type="checkbox"/> Join |

**WIN £50
SHOPPING
VOUCHERS**

C	O	M	M	U	N	I	C	A	T	E	C	N	P	Y
Q	N	O	J	N	P	C	V	A	I	S	R	U	X	H
S	R	D	S	L	Y	O	U	E	D	S	J	W	I	O
M	N	S	Y	K	T	M	Q	K	C	M	Y	J	I	Y
U	R	U	Z	F	Z	M	I	N	V	O	L	V	E	D
Y	X	F	S	K	N	U	I	W	G	R	O	M	I	Z
T	H	P	A	R	T	N	E	R	S	H	I	P	S	C
L	Q	T	G	L	P	I	G	V	R	L	A	V	T	P
P	E	X	A	R	L	T	H	H	E	E	U	M	I	U
V	H	U	R	Q	O	Y	J	Q	P	R	O	L	I	X
G	Q	M	O	Q	V	W	B	R	L	G	Y	S	D	X
S	Z	J	A	P	M	O	I	A	Z	R	T	O	T	W
U	C	O	Z	V	V	E	I	N	J	O	E	T	N	E
M	M	I	V	O	A	H	A	C	G	U	M	C	K	E
P	S	N	B	E	L	Q	A	R	E	P	T	G	A	O

Please email your entries with your name and contact details to: YourWrekin@wrekin.com by midnight on **Friday 27 January 2023**. If you are unable to email your entry, you can send it to: **Your Wrekin competition, M&C, The Wrekin Housing Group, FREEPOST RTSU-ATXA-ZATE, Colliers Way, Old Park, Telford, TF3 4AW**

Terms and conditions: By entering our competitions, you agree to having your photo taken for promotional purposes. All competition entrants must be Wrekin tenants. If you are under 18 years old you must ask an adult to enter on your behalf, details must include the child's name, age and the adult's contact details. Winners will be notified in the next issue of Your Wrekin.

COMPETITION WINNERS

Maureen Lansdale from Hadley wins £50 in vouchers after finding the missing word in our summer word search which was **POUNDS**.

And our designer's favourite fishy colouring entry was from Eboni Roberts, age 11, who also wins £50 in vouchers. Well done.

Shining a spotlight on the environment in our 2023 calendar

The entries are in, the judges have had their say and now our 2023 calendar is ready for you!

This year we wanted to highlight the climate crisis by inviting everyone to send us a picture inspired by the environment.

A big thank you to everyone who sent in their eco-art to our calendar competition. There was such a high quality of entries with artworks ranging from photography and sculpture to collage, drawing and painting.

Our judges had a tough job but we now have our final 12 images and our overall winner. The winning entry and this year's cover image is by Emma Rogers who depicted a beautiful collage of home grown produce using old copies of the Wrekin calendar! Congratulations Emma.

WINNER!



2023 CALENDAR

The Wrekin
Housing Group

Claim your FREE 2023 calendar by 30 November

If you would like to see all 12 images, claim your FREE calendar by 30 November.

Go to wrekin.com/request, enter your contact details and unique reference number (printed on your address sheet) and we'll send you a copy in the post.

Alternatively, tick the box on your address sheet and return it to us using our freepost address.

We're recruiting Join #TeamWrekin

We're looking for people who are positive, friendly and passionate about providing an excellent service for our customers.

Enjoy working in a supportive team, undertake professional training and build a great career, whilst making a difference to people's lives.

Visit wrekin.com/careers



The Wrekin
Housing Group

Paying your rent with the MyWrekin App is...

- ✓ **EASY**
- ✓ **SECURE**
- ✓ **CONVENIENT**

Search for 'My Wrekin' on the Apple App Store or Google Play Store.

Visit wrekin.com/wrekinapp for further information.

