

# rise

Bringing you the latest news from Herefordshire Housing

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herefordshire housing

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People, HOMES and Communities

As part of our commitment to provide Herefordshire with quality homes for current and future residents, our regeneration and development programmes are well under way across the county.

*The Oval, Hereford*

Hereford United FA Cup legend, Ronnie Radford, visited our biggest regeneration project, The Oval, last month and 'kicked off' the next phase of the scheme. Following a competition with local residents to rename roads within the area, Ronnie's name kept cropping up due to his infamous goal for Hereford United against Newcastle United. By naming part of the development after him, we pay homage to Ronnie and hope we can help his achievement live on.

Within the next few weeks we will be demolishing some of the flats along Broxash Drive and the first new homes will be ready during winter 2014.

*We're working hard across the rest of the county too, delivering more homes. We have the following development sites:*

*Chasewood View, Ross-on-Wye*

The 30 homes at this site are well underway! The development is made up of two & three bedroom houses and one bedroom flats. 20 of the properties will be for rent and 10 will be shared ownership - a first for Herefordshire Housing!



 For more information  
contact us on 0300 777 4321

The first 8 properties are now complete, 4 for rent and 4 for shared ownership. If you're interested in shared ownership, contact us on 0300 333 6599 or email: [sales@wmhousing.co.uk](mailto:sales@wmhousing.co.uk).

*Station Row, The Mead, Ross-on-Wye*

We've built 10 new homes at a former ambulance station at Hildersley, Ross-on-Wye. This has transformed the area and had a positive impact on the local community. All 10 homes have been rented to local residents with a housing need.

*The Ship, Hereford*

Most Hereford residents will know the Ship Inn; opposite the Welsh Club in Hereford. The pub has been closed for some time and we have the opportunity to transform the area and provide more affordable housing as part of our proposed development, which includes 35 one and two bedroom apartments, for private and affordable rent. We've received very positive feedback from local residents during the consultation phase of this development. We'll keep you up-to-date here and on our website [www.hhl.org.uk](http://www.hhl.org.uk)

## Our landmark approach to Housing and Care



Herefordshire Housing has linked with Independence Trust to deliver more to customers and become a pioneering provider of Total Wellbeing services.

Together we create a group structure. The combination of services; wellbeing services offered by Independence Trust and housing services delivered by Herefordshire Housing, combine to support and challenge individuals, families and communities to achieve their potential for sustainable wellbeing and independence.

The group structure enables us to draw upon the skills and expertise from both organisations to promote stronger social networks and relationships, good mental and physical health and ultimately safe and secure housing for customers. The partnership offers an innovative approach and opens up opportunities to develop a wider range of new services •

## Like good food at low prices?

If so, you'll love the new Café Bistro that has just opened at our Enhanced Living scheme in Hereford, Henffordd Gardens.

It's already proving to be a real hub for the local community offering home cooked food at low prices, a chance to chat to other residents within the community, relax and read a book or browse online using the wi-fi.

The bistro is in a prime location, just across from the new development at the Old Market.

The residents of Henffordd Gardens are also benefiting and enjoying the food and chance to socialise.

Henffordd Gardens is an Enhanced Living Scheme, which offers flexible support for people with

dementia. The 30 high quality apartments are providing a radical shift in the delivery of care and support with a real emphasis on independence.

The Bistro is within the complex but is open to the general public and residents.

Kim Hewitt, Service Manager Independent Living said:

*"The bistro is a real boost for our residents and the community. There is such a friendly atmosphere here with the added bonus of nice food. The bistro is allowing people to get together and socialise and there are already visible links from the bistro to an improvement in resident well-being too."*



## We're delivering a new approach to Care

At Herefordshire Housing, we're passionate about enabling people to maintain independence for as long as possible and we're delighted to have been awarded a contract to work with people across the county to do just that.

On behalf of Herefordshire Council, we will be delivering an Independent Living Reablement service, which is the provision of short term intensive support for

up to 6 weeks to help regain or maintain skills to enable individuals to continue living independently within the community.

The service aims to reduce a person's need to be admitted to hospital or residential care services by giving them the skills they need to retain their quality of life; and ultimately their independence. The service is completely tailored to an individual's need through an assessment and to access it you must be referred.

The service will be delivered by the Independence Trust, part of the Herefordshire Housing Group, and aims to develop a new approach to care enabling people to live independently for longer •





Job Club gets the thumbs up from

MP Jesse Norman

Our busy and successful Job Club received an extra visitor in May, when MP Jesse Norman came to see how local people were benefiting from our support and advice. He met with job seekers to discuss and understand the issues and difficulties faced when trying to get back into work.

Applying for a job can be a minefield and with most employers now using online applications, access to a computer and the knowledge how to use it is essential. Herefordshire Housing's Job Club is a drop in service, open to anyone who is actively seeking work. It is a fun and friendly environment, completely free and voluntary. The service we provide offers support and advice about CV's, application forms, interview techniques and is tailored to your needs.

By coming along to Job Club you can meet up with others in the same situation and swap tips and stories.

In January 2014 we had over 420 people attend with 28 people securing full time employment.

The service is run at **Hinton Community Centre on Tuesdays, Wednesdays and Thursdays between 9am-4pm** •

## Meet our new Painting Team!

HHL are committed to offering tenants great value for money and as part of this commitment we have recently appointed a new painting team. They are part of an 8 year programme of works for the external improvement of homes across Herefordshire. In the past we've worked with contractors to deliver external works but having our own team makes it more cost effective and saves money.

The team is led by Painting Supervisor Glyn Cotterill and consists of 1 carpenter and 5 painters. Some of you may have already met Glyn (pictured centre) at a pre-decorating site survey and others are still to meet him;



he is looking forward to meeting you all! The pre-decorating survey is completed to assess the painting needs at properties and to see if any carpentry repairs are required before work starts.

The team will be working through the programme over the next 8 years and you will receive a letter detailing when your external painting is to take place. They're currently painting

houses at Ingram Avenue and the feedback has been very positive.

Glyn Cotterill commented, *"The tenants are all very pleased that the redecorating works are starting to take place and they love the results. We are very proud of the work we are carrying out to improve the community and I hope that shows by the quality of workmanship and the care we are taking"* •

## Download our iHome app today!

We've got our very own app for your phone, making it even easier for you to keep in touch with us.

The app works on any smartphone and enables users to report repair

requests, solve rent issues, report Anti-Social Behaviour and get involved with upcoming events – all at the touch of a button. There are really useful features designed to make it easier to contact us e.g. you can now take a photo of your repair request and send it to us!

How to get the app in 3 easy steps,

- 1) Visit the app store
- 2) Search "Herefordshire Housing"
- 3) Install the app.

Alternatively if you have already downloaded the app we'd love to hear your feedback •

## Improvement Works 2014/15

Every year we spend in excess of £10 million on maintaining your homes. We carry out most of the work ourselves, employing 72 local trades colleagues from carpenters to plumbers and gas fitters.

We plan the Improvement programme annually, which runs from April until March. If you're due to receive an improvement we'll send you a letter letting you know what's planned and who from our team will be in touch to discuss this and support you through the process. Details of all of the improvements we're completing can be found

in our Home Improvements Magazine, which you should have received through the post. You can also see this on our website [www.hhl.org.uk](http://www.hhl.org.uk)

Over the next three months (August to October) we'll be installing 60 new kitchens, 60 new bathrooms, rewiring 39 homes and replacing windows at 30 properties across the county. •

## Zero tolerance to drug activity!

We have recently evicted a tenant of Herefordshire Housing, following a County Court hearing where he was found guilty for growing and cultivating cannabis.

Found at the property were 32 cannabis plants, with a potential street value of £10,350 alongside a quantity of harvested buds, with an estimated street value of £3,450.

The 34 year old male was arrested, charged and at Worcester Crown Court given a 16 month prison sentence, which was suspended for 2 years. He was also ordered to undertake 200 hours unpaid work and pay £400 towards overall Court costs.

Neighbourhood Action Co-ordinator, John Dallison said, "This was a complex set up which included full irrigation systems, silver lined walls and roof, heated lighting, electric fan, extractor and large growing trays covering most of the floor space within the loft".

The tenant appeared at the County Court for various breaches of his tenancy agreement and the District Judge didn't hesitate in awarding us 'outright possession' of the property.

Paula Kennedy Managing Director said, "This case is another example of our Neighbourhood Action Team carrying out effective joint working with our partnership agencies and also sends out a clear message that we have a zero tolerance to drug related activities taking place in or within the vicinity of our tenants homes" •

## Easter Fun

Over 50 of our residents joined us for the Easter Party which was held at St Martin's Church Hall. The fun began with party food followed by lots of fun activities for all ages, which included making Easter cards, paper chains to decorate the hall, egg and spoon races and finally an Easter egg hunt. The adults enjoyed the activities almost as much as the children!



£20,000 available to help

your Community

If you had the opportunity to spend money within your community what would you spend it on? A specific event or project perhaps? Well that is exactly what we would like to ask community groups or organisations in Herefordshire.

Our Community Grant Fund 2014 is still open for applications and we would love to hear what you would do to benefit Herefordshire Housing residents.



We have £20,000 available and applications are invited for between £250 and £2,000. Larger bids of up to £5,000 could be considered, but smaller applications will be favoured.

Applications are assessed by a group of fully trained and experienced residents who

make up our Grant Assessment Panel (The GAP).

All successful applicants must have spent their grant funding by the end of March 2015, so apply now - it's not too late! You have already helped various community groups and we would love to help you, help others. We have already helped

the community in Burghill with a bench and new community board and FC Cosmos with a sponsored kit.

To get your application form or to get more information, please contact Audrey Gummery, Social Development Team on **0300 777 4321** or email her at [agummery@hhl.org.uk](mailto:agummery@hhl.org.uk)

## Confused by Computers?

Are you confused by the internet, social media, computers, smartphones and wonder what these things called tablets are? If so, we can help!

In partnership with Red Spark, a local training provider, we are running free IT courses for our tenants to help them discover the benefits of using computers and the internet.

There are 2 courses available:

- What can the internet do for you?
- Confidence with computers

The courses are tailored to offer a comprehensive and thorough insight into the world of IT and how to stay safe online. The sessions will

run at convenient times throughout the summer but spaces are limited, so book now!

If you own your own laptop or tablet then please bring it along, if not then don't worry there will be a selection of devices for you to use.

If you would like to attend or for more information then please contact our Digital Inclusions Officer Ben Roberts on 0300 777 4321 or email: [broberts@hhl.org.uk](mailto:broberts@hhl.org.uk)

## Money Matters

Working with our residents we have developed a specialist newsletter, Money Matters, to focus on the changes introduced by the Government around Welfare Reform. Look out for a copy with your rent statement for the latest news, support and advice •

## Want to pay your rent via your phone?

In conjunction with allpay, you can pay your rent by scanning the image shown right using the QR reader on your smartphone, it's as simple as that! •



## Helping you to live independently for longer

Herefordshire Careline is a 24-hour alarm service, which is connected to your home through an alarm unit linked to your telephone line. In times of emergency, help is just a push of a button away. The service gives individuals, their families and friends the peace of mind that help is always available and assisting individuals in remaining independent for longer in their own homes. Our monitoring centre is manned 24 hours a day, 365 days a year by our friendly and helpful operators, ensuring peace of mind.

We currently have 27,000 people across the UK connected to the service; with over 1000 Herefordshire Housing tenants. The entire service is run from our Head Office at Legion Way office in Hereford.

There are a number of Telecare equipment options available and the service is always tailored to individual need and requirements. Equipment includes alarm pendants, fall detectors, pull cord alarms and minuet watches. There are many more telecare equipment items available.

If you would like to know more about how the service can help you or your loved ones then please contact Careline on 0300 777 4321. •

### Versions in other languages

#### Polish

Niniejszy biuletyn zawiera najważniejsze informacje dotyczące oferty mieszkaniowej i innych

usług oferowanych przez Herefordshire Housing. Jeśli zechcielibyście Państwo otrzymać

więcej informacji w języku polskim, prosimy o kontakt pod numerem telefonu: 0300 777 4321.

#### Russian

Это информационное письмо для жильцов содержит важную информацию о работе отдела по обслуживанию

жильцов. Если Вы хотите получить перевод этой информации, то, пожалуйста, звоните по телефону: 0300 777 4321.

#### Portuguese

Este boletim informativo para os inquilinos contém informação importante sobre os serviços de habitação. Se quiser que esta informação seja traduzida, por favor telefone para 0300 777 4321.

#### Lithuanian

Šiame naujienraštyje yra informacijos apie gyvenamojo būsto paslaugas. Jeigu norite gauti šios informacijos vertimą, skambinkite tel. 0300 777 4321.

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