

Trust talks

New home is *life changing* for Shropshire family

The Roberts family's new specially adapted bungalow is the best Christmas present they could have hoped for this year!

Eight-year-old Martha loves giraffes, drawing and playing with her four sisters. A neuro muscular disorder that physically affects her body in many ways means she has various support needs, and her symptoms become increasingly worse throughout the course of a day.

The new four bedroom bungalow in St Martins, Oswestry is kitted out with specialist equipment to help Martha, and is fully wheelchair accessible. Martha's mum, Helen, said that the bungalow has been amazing for the whole family:

"It has given me and the family immense peace of mind. The wet room has been such a blessing, and I know that whatever happens in the future we can adapt the home to cope with any changes. Martha's health has improved since our move mainly due to how easy it is for her to get about."

Martha also loves her new home: *"I now have the best room ever. It's great sharing with my sister, and having more than one bathroom! I love it here."*

The move also means that Tilly, a Labrador puppy who will be trained to be Martha's assistance dog after her first birthday, has been able to join the family!



Christmas opening

We will close at 5pm on Friday 22nd December for the festive period and re-open on 2nd January.

You can still report repairs during this time by calling 01952 217217.

In the event of extreme weather we may restrict repairs and prioritise our more vulnerable tenants; messages will be left on the repairs line if this should happen.



update - Join our winning tenants!

Even more tenants have **won £100 of High Street vouchers** since the summer edition of Trust Talks, just by paying their rent, contents insurance or garage by Direct Debit.

Direct Debit payments are taken automatically – weekly or monthly - **on a date you choose**; we can even change the date your rent comes out after it's set up to best suit you and your pay. Just let us know! If your monthly payment falls on a weekend, we will take it out the following Monday. Once you're set up, you can relax knowing you won't forget your important payments or fall behind with your rent.



"When my Housing Exec. rang me to say that I'd won the vouchers my first thought was 'brilliant, that's Christmas sorted for my son and a new pair of shoes for me!'"

Miss Mosupye, Wrockwardine Wood

"Winning these vouchers was perfect timing for me to spruce up and decorate my bungalow."

Mrs Davies, Dawley



"I can't believe I've won this prize just by paying my rent by Direct Debit. I'm looking forward to treating myself and my son!" Mrs Kuevor, Lightmoor



If you don't pay by Direct Debit yet, why not join the **56% of our tenants** who choose to pay in this secure and easy way? **Speak to your local shop or call 01952 217100 to make the switch**, and you too could be in with a chance of winning **£100 vouchers!**

REGISTER FOR OUR



CUSTOMER PORTAL

We know that Direct Debit doesn't suit everyone, especially if you're on a contract that means your working hours change regularly.

Mr Martin from Shifnal is self-employed and finds our portal very easy to use: *"I wouldn't have time to travel to a Pay Point to make a payment. The portal gives me control and confidence in making my payments."*

Having recently moved house, paying via the portal has meant that Mr Martin has been able to budget and manage his finances. Being able to see the

payment reach his rent account in real time also gives him additional reassurance.

"It's handy that I can use the portal to pay several weeks up front, especially with Christmas coming up. It means that I can stay on top of my rent during quieter periods of work."

Interested? Register now by calling 01952 217100 to be in with a chance of winning a voucher in our portal prize draw!

Keep warm and save money this winter

It's that time of year again when it starts getting colder outside and you want to feel warm in your home. Freezing weather can stop your heating systems working properly but there are a few things you can do to help yourself this winter:

- **Try running your heating at a medium temperature throughout the day, rather than having it higher in the evenings; keeping your home a more even temperature and taking less time to warm up. This is cheaper and prevents frozen pipes.**
- **When out all day, or in bed, turn the heating temperature down instead of turning it off.**
- **Make sure all radiator valves are fully open so that you get an even heat throughout the house, preventing damp and cold spots.**

In the colder weather it's even more important to allow us to access for your gas appliances to be serviced.

Annual boiler services can help to prevent potential problems, avoid unwanted disruption, ensure maximum central heating efficiency and keep energy bills to a minimum. It will also ensure the safety of you and your family, and is a legal requirement. We check to ensure the boiler is working correctly, complete preventative maintenance, and check there is adequate ventilation and the flue is not blocked.

If you smell gas/fumes, or suspect that there is a gas leak or fumes you should shut off the gas supply at the meter, extinguish all naked flames, open all windows; do not use electrical switches, and phone **the gas emergency number** on **0800 111 999**.

If you use oil, it's important to check your oil tank and allow enough time for the oil to be delivered.



Keep your family safe this festive period

Decorating your home for Christmas is one of the most fun and exciting parts of the season. But it's important to keep you and your family safe when you're getting your house ready. Here are a few ways to make sure you're safe this Christmas.

- Make sure your Christmas tree lights conform to the British safety standards by checking for their logo. If you're decorating outside, make sure you use a safety device that can instantly switch off the power.
- Regularly test your smoke alarms. You can do this by pressing the 'test' button.
- Always switch off and unplug Christmas lights and any other electrical appliances when not in use or unattended, and before going to bed. This will keep you safe and reduce your energy bills!
- Don't place candles near your Christmas tree, any furniture or curtains, and keep candles, lighters and matches away from children. Never leave lit candles unattended.

If a fire does occur in your home, close all doors to prevent the spread of the fire and smoke, **get out, stay out** and immediately **call the fire service on 999**.

If you have any concerns regarding fire safety in your home, please give us a call on **01952 217100**.



Protecting your data

In May 2018 the Data Protection legislation is changing. The key themes will be about privacy, data minimisation and transparency. Many of your individual rights will stay the same.

Over the next few months, the Trust will be working towards amendments in our policy and privacy statement, which can be found on our website, and sets out how we process your personal information.

All tenants will be contacted in the New Year with a copy of the revised privacy statement.



Maisie and Stanley settled into their new home in time for Christmas!

Lorna and her family moved into one of our new modular homes in Trench, Telford this September.

Before moving to their new home, Lorna lived in a bungalow with her mother as her carer. When she sadly passed away earlier in the year Lorna was unable to stay in her mother's home: *"We were very pleased when we were offered our beautiful home. My twins, Stanley and Maisie, had their first big bath when we moved in; we only had a wet room at the bungalow. They love the open space in the garden!"*

Our modular homes are set out just like a traditional home, complete with allocated parking and a front and back garden. The downstairs consist of a living room, modern kitchen and dining area as well as a WC and upstairs a master bedroom, second bedroom and family bathroom.



Supporting safe standing for Shrewsbury Town FC

We're proud to support Shrewsbury Town FC's campaign to become the first football club in England and Wales to install a Safe Standing seating section at their ground before the end of the season.

We already sponsor Shrewsbury Town FC and you can see our pitch side advertising board behind the goal in the Salop Leisure South stand end. We chose to make a donation to this new scheme as it supports our vision of bringing communities and businesses together; enabling the local community to stand safely whilst watching a game.

Andy Tretton, Commercial Sales Executive at the club, said: ***"As a former Town player and Captain, I feel having a safe standing area at Shrewsbury Town will be fantastic for the club. We've been overwhelmed with the level of support shown to our campaign since its launch and we thank the Trust for their very generous donation and for helping us surpass our fundraising target."***



To celebrate our involvement with the campaign, Shrewsbury Town FC has offered us lunch and match tickets for the Shrewsbury vs Plymouth Argyle game on 10th February 2018. To be in with a chance of winning, answer this question:

Which club is Shrewsbury Town's goal keeper, Dean Henderson, on a season long loan from?

- A. Real Madrid
- B. Manchester United
- C. Liverpool

Email your answer to trust.talks@wrekinhousingtrust.org.uk or send it to our competition address on the back page.

Tenants' Panel update

Our success changing from election to selection



In the last edition of Trust Talks we told you that the Tenants' Panel had been very busy updating their constitution. By doing this, it has changed the way fellow residents can get

involved; moving away from election to selection. This means that you will no longer receive ballot papers to vote for new members. Instead, if you would like to become a Tenants' Panel member you can get in touch with **David Lewis** on **01952 217181** or email getinvolved@wrekinhousingtrust.org.uk

Since our summer edition of Trust Talks three residents successfully became members of the Panel, and a further three



are about to go through the same process after expressing their interest.

This is great news for the Panel, the Trust and you as fellow residents; we now have almost a full allocation to the Tenants' Panel meaning more views and opinions, having a say on strategies and service delivery, which ultimately helps us to improve services for all residents.

A DAY IN THE LIFE OF A CAP Member



Have you ever wanted to get more involved with the Trust but didn't know what to expect? Here Joan Noel, Chair of the Customer Assurance Panel (CAP), shows you how getting involved really does make a difference:

"I've been working with the Trust for five years now, helping the CAP group to scrutinise the Trust against the Local and National Standards. Every housing association must follow the National Standards, and the Local standards are the Trust's standards. It's CAP's job to ensure the Trust is doing what it should so we can provide assurance to employees, the Board and, most importantly, you as residents who receive the service.

"It's not always an easy job but it's very rewarding to see that our views are really listened to."

If you'd like to join Joan on the CAP group, please call **David Lewis** on **01952 217181** or email getinvolved@wrekinhousingtrust.org.uk

Welcome new members

We had a great response recruiting new Real Shopper

members in our last edition of Trust Talks; thank you and welcome to our new members!

Our Real Shoppers scheme offers rewards in return for feedback on any service you receive from the Trust. If you're already a member and you move to another Trust property, don't forget to let us know! To join email getinvolved@wrekinhousingtrust.org.uk or call **Dona Guy** on **01952 217495**.



Our *community fund* really makes a difference

We're committed to building sustainable communities, and our community fund helps us to do this!

Community groups, like churches, sports teams or schools, can apply for the fund as long as it's used in the community, benefits a significant number of Trust tenants and provides social value. We've donated over £25,000 to 29 different groups throughout Telford, Shropshire and Staffordshire over the past financial year!

A parent at Teagues Bridge Primary School, Trench, applied to the fund to help start an after school gardening club on the school's disused land.

The Trust's Landscaping team and Apprentices helped to plan the garden, and Travis Perkins, the Trust's parts supplier, also assisted and donated some of the materials required.

The pupils in the gardening club are growing fruit, vegetables and flowers whilst learning about maths and science. There is also a quiet garden where reading classes and one-to-one lessons take place to offer a different type of sensory learning.



If you, or someone you know, would benefit from the community fund please get in touch at getinvolved@wrekinhousingtrust.org.uk or contact Dona Guy on 01952 217495.



Telford *reviive*

We're disappointed to let you know that our Reviive store in Telford Town Centre has had to close.

We moved the store last year from its location at a depot we own in Trench, due to planning use issues. Unfortunately, the high cost of business rates and rent in Telford Town Centre has meant that that store wasn't viable longer term.

We're very sorry that our Telford tenants no longer have a handy Reviive store on their doorstep. However, all tenants can still browse and buy great value household goods (don't forget the 30% discount!) via the website www.reviive.co.uk and at our popular Shrewsbury and Oswestry stores.

Win, win, win!

Miss Williams from Whitchurch was the lucky winner of a £50 voucher after completing the summer word search. She was over the moon with her prize after forgetting that she'd even sent in an entry! She said "Getting the phone call to say that I'd won the voucher made my day. I'm looking forward to putting it towards a new TV in the sales!"



Ten year old Ella is the winner of our summer Trust Talks colouring competition. The year six pupil from Old Park Primary school has scooped a funky craft set to design and make more awesome things!



WORD SEARCH

For your chance to win a National Trust pass of your choice (individual, couple or family) complete the word search and tell us which word is missing from the grid.

CASTLE
DEER
FLOWERS
FOREST
FOUNTAIN
GARDENS
ORCHARD

PARK
PEACOCK
RAMBLE
STATELYHOME
WALK
WILDLIFE
WOODLAND

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



And for the kids ...

Colour in the festive owl and send us your finished picture, and you could win a brand new craft set!



Send your entries with your name and contact details to Trust Talks competition, M&BR, The Wrekin Housing Trust, Freepost RTSU-ATXA-ZATE, Colliers Way, Old Park, Telford TF3 4AW by Wednesday 31st January 2018.