YOUR AREA NEWSLETTER

ForHousing

Issue 10

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*Keep up with what's going on in **Oldham***

ELECTRICAL SAFETY

Keeping you safe is our priority. Everyday items like phones, tablets and e-cigarettes can become a fire risk if they're not charged safely.

To reduce the risk of fire:

- **Avoid charging devices on soft furnishings.**
- **Unplug them once they're fully charged.**

You can find more simple fire safety advice on our website:

www.forhousing.co.uk/keeping-you-safe-fire-safety/#common-fires

HARRY FINDS HIS CONFIDENCE AGAIN

After recovering from a long-term illness, ForHousing tenant Harry reached out to our Employment Support Service for support in rebuilding his confidence and returning to work.

Following an eight-week voluntary placement in Equity, Diversity & Inclusion, he is now thriving in a six-month paid role with our Employment Support team.

Harry says, *"This experience has been empowering. It's shown me that despite health challenges, I can add value to my life and others."*

Read Harry's full story on our website to learn more about his journey.

www.forhousing.co.uk/my-experience-with-the-employment-support-service/

MEDINE'S NEXT CHAPTER BEGINS

ForHousing tenant Medine has taken a big step back into work after three years on maternity leave, joining us on a six-month paid placement as a Commercial Management Administrator.

With support from our Employment Support Service, she's rebuilt her confidence, developed new skills and discovered a renewed sense of direction in her career.

Medine says, *"This experience has been life-changing for me. I've grown professionally and personally, and now I feel ready to take the next step."*

Read Medine's full story on our website to find out more: www.forhousing.co.uk/meet-medine/

Complete the survey and WIN £50*

Your gas repair could win you a £50 voucher!

After we've serviced or repaired your boiler, we'll send you a short survey by text.

Complete it and you'll be entered into our monthly prize draw for a £50 gift voucher.

It only takes a minute, and your feedback helps us improve the services you receive.

Scrutiny exercise on pest control:

What we found and what is changing

By Helen Wild,
Involved Tenant and Scrutiny Partner

I recently took part in a scrutiny exercise on pest control. Scrutiny is when tenants work with ForHousing colleagues to look at how a service works, why things are done in a certain way, and what could be improved to make a positive difference to the services we receive. I wanted to share what we found and what is now changing based on our feedback. Things do not always go perfectly, and taking part in scrutiny gives tenants the chance to speak up, be listened to and help shape better services for everyone.

If you're interested in learning more about what we found, what we recommend, and how ForHousing are listening, learning and acting on our feedback, you can read my blog at:

www.forhousing.co.uk/scrutiny-exercise-on-pest-control/

RAISE IT

Support that is changing lives at Bourke Gardens

ForHousing tenant Stephen, who lives at Bourke Gardens, wanted to share how the support he's received has positively impacted his life.

Stephen says the sense of community in Bourke Gardens feels "like a family," and having someone to turn to has meant a great deal.

He credits Carl, the scheme manager, for being there when he needed support most.

> Stephen says, *"I feel like I can go to Carl at any time with my problems. Having him there made a real difference, it's changed my life."*

You can watch Stephen tell his story here:

www.forhousing.co.uk/meet-stephen/

KEEPING OUR NEIGHBOURHOODS CLEAN AND SAFE

We can all play a part in keeping Oldham clean and safe. If you need to report fly tipping or recycle household waste, here is a simple guide to help you find the right information.

REPORT FLY TIPPING

Council land:
www.oldham.gov.uk/info/201054/roads_streets_and_pavements/842/fly-tipping

ForHousing land:
www.forhousing.co.uk/report-something-in-your-community

FREE RECYCLING CENTRES

- **Arkwright Street Recycling Centre, OL9 9LZ**

USING A WASTE REMOVAL COMPANY

Choose a registered company and always ask for a receipt. You can search for registered businesses online here:
https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers

For more information, visit our website:
www.forhousing.co.uk/bins-waste-and-fly-tipping/

COMPLAINTS AND COMPLIMENTS

We know we can always do better. By listening to what you tell us about our services, we can keep learning, improving, and doing the right things for you.

HOW TO MAKE A COMPLAINT

Delivering a great experience so you feel happy and safe in your home matters to us.
If something hasn't gone as it should, there are several ways you can make a complaint:

- **By phone: call us on 0300 123 5522**
- **In person: ask for an appointment at your home, in the community, or at one of our offices**
- **On the MyAccount+ app**
- **Online on our website**
- **By post: ForHousing, 52 Regent Street, Eccles, M30 0BP**

GIVE US A COMPLIMENT

If you're pleased with the service you've received, we'd love to hear that too. Your compliments help us understand what's working well, so we can keep doing more of it.

You can find more information on our website: www.forhousing.co.uk/complaints-and-feedback-2/

We're here to keep you safe

Everyone deserves to feel safe at home and in their community. If something is making you feel uncomfortable or unsafe, we're here to help.

HOW WE SUPPORT YOU

You can report concerns directly to us, online or by calling **0300 123 5522**. We can support you with ongoing nuisance, harassment, intimidation, domestic abuse, verbal abuse, drug-related concerns, and other antisocial behaviour in or around your home. We know how important it is for you to feel safe in your home.

If you feel safe to do so, speaking to your neighbour can sometimes help resolve simple misunderstandings but this is optional and only if you're comfortable.

WHEN TO CONTACT THE POLICE

If the behaviour involves crime, threats, or violence, please contact the police straight away on 999 or 101.

IF ISSUES ARE IN PUBLIC PLACES

Concerns happening in parks, streets, or other public spaces should be reported to your local council.

FIND OUT MORE

For more information on how we help keep you safe and how to report concerns, visit:

www.forhousing.co.uk/keeping-you-safe-anti-social-behaviour

Listening, learning and improving together:

What we took away from the Involved Tenant Away Day

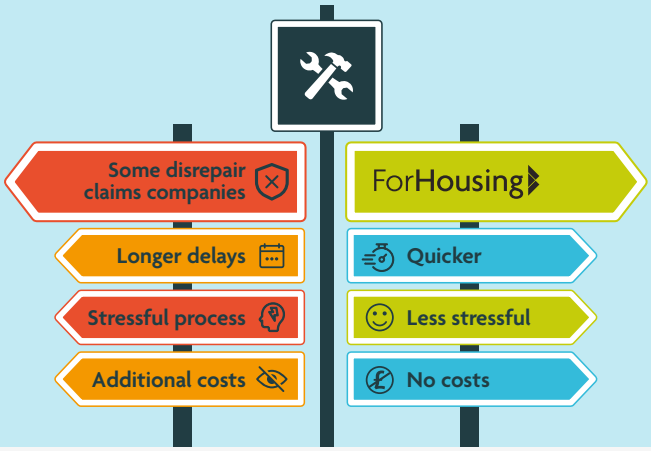
By Toria Buzza,
Head of Community & Tenant Involvement

I recently wrote about our Involved Tenant Away Day, where tenants and colleagues came together to share experiences, talk openly about what matters to you, and explore how we can keep improving our services. The day reminded us how powerful it is when we learn with tenants, not just about tenants, and how your insight is shaping real change across ForHousing.

If you'd like to hear more about what happened on the day, what tenants told us, and how we listening, learning and acting on what you tell us, you can read my full blog at:

www.forhousing.co.uk/listening-learning-and-improving-together/

If you have a repair issue, come to us first.



If we haven't put something right and you're thinking about a disrepair claim, speak to us first, we're here to help.

Protect yourself

If you're approached by a claims company, be cautious. Always ask about 'After the Event' (ATE) insurance and what costs you might face. Some tenants have been left with legal bills of thousands after signing up with solicitors who didn't explain the risks. We don't want this to happen to you.

If you receive unexpected callers always ask for ID.

If you're unsure don't take chances and call us on 0300 123 5522

To find out more visit:
www.forhousing.co.uk/disrepair-claims/

Match My Project

Coming soon: Match My Project, and why it matters to me

By Will Blundell, Work Placement and Training Officer and ForHousing Tenant

As someone who works for ForHousing and also lives in one of our homes,
I know how important it is that support from the companies we work with makes a real difference in our communities. That is why I am excited about Match My Project, a new system that allows tenants and community groups to request support for local projects, such as materials, labour, training or help with community activities. Our partner companies can then see the requests and offer support based on what they can provide.

For me, it is about turning good intentions into real action and giving tenants more influence over the help their neighbourhoods receive.

If you would like to learn more about how **Match My Project** works and why it matters to me, you can read my full blog at:

www.forhousing.co.uk/coming-soon-match-my-project/

Liberty's new look

ForHousing's gas contractor, **Liberty,** has rebranded now that it's owned by **Wates**.

Liberty will still be carrying out heating and gas repairs in your home, including boiler servicing and your annual gas safety checks.

You'll start to see this new look on:

- ✔ **Logos on appointment letters**
- ✔ **Uniforms worn by engineers**
- ✔ **Vans**
- ✔ **ID badges**

Old look Liberty

New look Liberty

If you need this information in an alternative language please call **0161 605 7260**

For other formats please call **0300 123 5522**

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