

Winter 2020

Edition 9

doorstep

customer magazine



Paragon Asra

PA Housing



Welcome

What a year it has been! We know many of you have been affected by Covid-19 in various ways and it has been a difficult and upsetting time for us all. Throughout though we've seen some wonderful examples of our neighbourhoods and communities pulling together to support each other.

Thank you for the support and understanding you have shown us during both lockdowns. We had to make some tough decisions on how we delivered services to you so we could comply with government guidelines, but your safety was always at the forefront of our minds as we strived to continue to do the best for you.

Because of the impact the pandemic had, we were not able to publish a summer edition of doorstep, as usual this year and we hope that avid readers

understood the reasons for this decision while we prioritised our work to keep you informed and safe during the worst of the lockdown period.

But, we're back and are pleased to tell you that in this edition we share some exciting news stories, some important information and updates about our services as well as let you know about some of the things we'll be getting up to next year.

As ever, we love to hear your feedback so if you have any suggestions of what you would like to see in the Summer 2021 edition, or would like to be featured yourself, please get in touch with us at doorstep@pahousing.co.uk or by calling us on **0300 123 2221**.

Best wishes

Rachael Smart
Assistant Director of
Housing Services

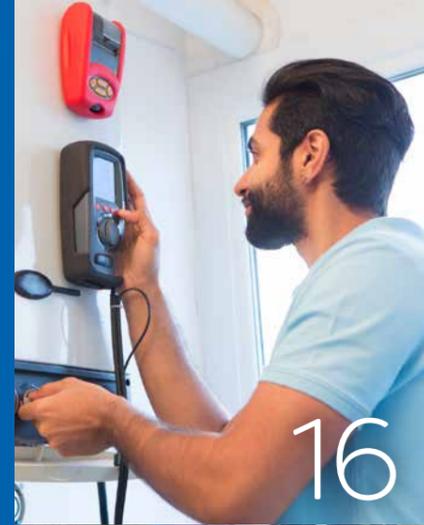
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Contents

- 3 | Dealing with Covid-19 - our response
- 4 | Meet Kathleen and Kim
- 5 | Our Corporate Plan 2020-2023**
- 6 | Increasing our rents
- 7 | We're here to help
- 9 | The best ways to get in touch
- 10 | Celebrating our Neighbourhood Champions
- 11 | Listening to your feedback**
- 12 | Ann receives Lifetime Award
- 14 | Virtual Area Forums
- 16 | Gas safety in your home**
- 17 | Important homeowner information
- 19 | PA Housing Accreditation
- 20 | Safeguarding
- 21 | Helping Leicestershire's homeless**
- 22 | Stay warm this winter



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If yes, please email us at doorstep@pahousing.co.uk and we will add you to the mailing list.



The cost to print this magazine is 22p per household

Dealing with Covid-19

Since March, you will have received a number of letters from us and may have read updates on our website and social media channels, but we wanted to give you some highlights of what has happened over the past 9 months to keep you safe and supported:

6,300

customers telephoned to provide support



£1.5

million claimed in extra benefits for customers



£10,000

used to support customers facing food or fuel poverty



354

food parcels delivered



222

virtual Neighbourhood on Tour events completed



£85,000

donated to local charities and food banks



1,516

customers helped who needed money and debt advice



Meet Kathleen and Kim



In October we were very excited to welcome two new Board members to our ranks, but not just any Board member; Kathleen and Kim are our first Customer Board Members. Both live in PA Housing properties, although Kim is a leaseholder, and both have experienced our services, the good and the bad, so they can provide a great insight to our Board and Senior Management Team when decisions that affect all customers are being made.

Kathleen Leighton-Harris

Kathleen has been an active Involved Resident for several years with PA Housing. She is a qualified Lecturer and Adult Literacy Specialist and currently works for Leicestershire Adult Learning Services.

She has also previously served in a number of similar roles at another social housing provider.



Kim Francis

Kim already sits on the Customer Services Committee at PA Housing and is the Chair of our Customer Forum. He has a professional background in delivering and developing customer service strategies at a number of London's leading galleries, museums and heritage sites.

As a shared owner, Kim has sat on and supported several committees and forums providing a customer point of view.

Our new Corporate Plan



Our first Corporate Plan 2017-2022 was created to ensure we delivered on the objectives of merging Paragon and Asra in April 2017. It aimed to unlock the benefits PA Housing can bring to our customers and colleagues by doing things such as:

- Focusing on customer service to improve customer satisfaction
- Harmonising our culture and our structures and to improve our effectiveness
- Growing to provide more homes

Thanks to the hard work of our teams, we have made excellent progress against these aims and are well ahead of schedule. In light of this and also the COVID-19 pandemic, the Board decided it was the right time to update the Corporate Plan.

The Board was clear that we must consult with and be guided by customers every step of the way. This is why we have involved residents and colleagues through extensive survey work to identify priorities for the renewed Corporate Plan. A great variety of voices have contributed to this process – including through our website and social media – and we are very grateful for your time and input.

The new plan focuses on six overarching aims, which have been developed in response to feedback from our customers and colleagues:

- To provide great services to customers
- To build and maintain positive relationships in our neighbourhoods
- To implement our sustainability strategy to deliver net zero-carbon before 2050
- To increase our construction of affordable and social homes
- To maximise our capacity to deliver
- To empower our people

We're dedicated to finding innovative ways to involve our residents, while empowering our people to be unashamedly bold, doing whatever it takes to deliver more quality homes and services we can all be proud of.

You can read the full plan on our website.

If you are a PA Housing customer who would like to help us to deliver our objectives, please contact us at getinvolved@pahousing.co.uk



Hattie Llewelyn-Davies, Chair of PA Housing, said:

“We will all face many challenges in the coming months and years as we recover from the pandemic. At PA Housing we are determined to seek out opportunities and deliver great things over the life of this Corporate Plan and beyond. We have the responsibility and the potential to make a profound positive impact on people’s lives and we will do everything we can to make this a reality.”



Increasing our rents

Each year we need to review the rents that we charge, and although we always do our best to keep them as low as possible, sometimes we need to increase them to keep our costs covered and so we can reinvest in the services we provide you.

This year has been a difficult and challenging one for many of us, and we're conscious of the financial impact the pandemic may have had. The government provide a formula for us to calculate by how much the rent should increase and this is based upon the annual inflation rate as defined by the Consumer Price Index in September of each year plus 1%.

The inflation rate in September was 0.5% and our Board will decide early next year what the rent increase will be in April 2021.

The increase will be no higher than 1.5% and will apply to tenants who are charged a social or affordable rent.

This compares with a 2.7% increase in 2020.

We will contact you in February 2021 with details of your new rental charge, but we wanted to tell you about the increase now to give you the opportunity to plan your future household budget. If you are claiming Universal Credit you will need to log onto your journal and report the change once it has come into effect so that DWP can look at increasing your payment. If you're claiming Housing Benefit, some or all the increase may be covered by an increased entitlement to benefits.

We're here to help!

This year has been the busiest on record for our Tenancy Sustainment Team in terms of numbers of customers receiving advice and support. This is undoubtedly due to Covid-19 causing households to suffer a loss of income and the team have been inundated with requests for guidance on the Government schemes such as furlough and the 'Self Employed Income Support Scheme' whilst continuing with the usual support they offer with welfare benefit claims.

Since April the team have spoken to 1,516 customers and helped them to claim an extra £1.5 million through welfare benefit claims. They're currently running campaigns to help customers who may be affected by the Benefit Cap and focussing on Pension Credit and the new TV Licence rules.

If you've been financially affected, are starting to struggle or need help you can contact the team by telephone on **0300 123 221**, by email at **income@pahousing.co.uk** or by using My PA app.



scan this code for further advice



Follow us on social media!

 @pahousing

 @pa_housing

The best ways to get in touch!

We've listened to your feedback and have changed our Customer Contact Centre so that it works better for you. Instead of centralised call centres, we have created dedicated 'Hubs' who will specialise in the various aspects of services we provide you.

The changes aim to:

- improve the customer experience when you contact us
- improve the speed and quality of the response we give you
- empower our teams to resolve enquiries at the first point of contact.



Repairs

You can continue to report repairs through My PA or by telephoning us on **0300 123 2221** and speak with a member of the Repairs Team. Or you can email the repair to us at repairs@pahousing.co.uk if you prefer.



Rent

You can also continue to make a payment, check your balance and seek help with money or benefits advice through My PA, or by telephoning us on **0300 123 2221** to speak with a member of the Income Team. Or you can email your rent enquiry to us at income@pahousing.co.uk if you prefer.



Housing

For other queries about your tenancy, neighbourhood issues and antisocial behaviour or more general queries, you can telephone us on **0300 123 221** and speak with a member of our Housing Team. Or you can email them at enquiries@pahousing.co.uk

We're confident that these changes will help improve your experience of getting in touch with us and resolving your queries quicker than we have been.

Celebrating our Neighbourhood Champions

On Wednesday 18 November, Team Purple brought together our Neighbourhood Champions.

The Neighbourhood Champion role was created as we wanted to give our customers the chance to work alongside PA Housing to make a real difference in their local area helping to make it safe, clean and a more attractive place to live. They also get the opportunity to have their say on any improvements and changes that happen in their neighbourhood. The role is important for the business and our customers as we want to forge a strong relationship where we can all work together to make a positive difference.

The event was organised in order to say a big thank you to all of our Neighbourhood Champions who have played a valuable role and been a great support to PA and Team Purple. Even more so over the last eight months during which we were not able to be around as often as we would have liked.

In an ideal world, we would have liked to have met in person but as is the way with things at the moment, this just wasn't possible, so we continued to embrace the virtual approach and held the meeting over Zoom. However, we didn't want this to be too formal and wanted to maximise engagement. Therefore, to ensure the meeting was a success we put together a personalised package to thank each of our Neighbourhood Champions. This was posted out ahead of the session. This pack included information for the meeting as well as useful stationery and equipment to assist them in their duties as a Neighbourhood Champion. We also wanted to ensure that following the meeting they all felt a part of Team Purple when out in their neighbourhoods, so

we provided a Neighbourhood Champion lanyard and Team Purple badge.

The meeting was a great opportunity to discuss new ideas for our Neighbourhood Champions and get their views on what's working well, celebrating some of the successes we have achieved but also reflecting on any issues, barriers or challenges that they have faced and how we can work together to overcome these. We believe that having our Neighbourhood Coordinators working very closely with our Neighbourhood Champions is crucial and will enable us to provide a much better local service to our customers and the neighbourhoods that they live in.

The event was a massive success, with all customers who attended positive and supportive of PA, and what we are trying to achieve. They were all fully engaged and showed a real commitment to their roles as Neighbourhood Champions. Following the event, we now have lots of ideas which we are currently collating. These will be added into our Neighbourhood Operational Plan so that we can start to consider how we take them forwards.





Listening to your feedback

We understand things don't always go to plan and our complaints journey is here to help if you aren't happy with what is going on.

We see complaints as a chance to learn from the feedback you give us to improve our services and give us an opportunity to put things right.

You can make a complaint via any means, be it over the phone, an email, on our website, by post, through My PA or if you see us out and about.

Our core complaint values are to:

- Listen
- Understand
- Be fair
- Take action.

We will discuss your concerns with you to understand the best course of action and whether we can make you happy there and then or if a little more work is required to reach that goal.

We also want to know how we handled your complaint and now ask for feedback once your complaint is fixed. The valuable feedback you give us will help us improve what we do.

For more information about what a complaint is and other helpful advice including the Housing Ombudsman Service please go to our website or give us a call.

Lastly, if you would like to be a part of a regular group to improve our complaints process, we want to hear from you! Please contact us on the details below

You can get in touch by calling **0300 123 2221**, visiting our website at www.pahousing.co.uk or emailing businessinsightsteam@pahousing.co.uk

Ann receives a hugely deserved lifetime achievement award!



Borough Forum, sits on the Resident Council and is a Founder Member of the Scrutiny Group. Ann is now one of the two remaining members of the original scrutiny team still holding the organisation to account.

An awful lot has changed over the last 24 years, but several important things have remained the same.

We're thrilled to announce that our Involved Resident, Ann Netts has received the 'Lifetime Achievement Award' at the TPAS Awards 2020!

After nearly a quarter of a century working on behalf of her fellow tenants, Ann's dedication and commitment to both resident involvement and helping her community are truly inspiring. Ann is more than worthy of this prestigious award.

"I'm very proud of all the work I've done over the last 24 years," said Ann, who is vice-chair of PA Housing's Richmond

Most importantly, though, is Ann's dedication to representing tenants, says Simon Martin, Resident Involvement Manager at PA Housing.

"In the past, tenant representatives like Ann had responsibility for helping others with issues they felt they couldn't take directly to the organisation," he explains. Long after others have given up on this part of the role, Ann is still doing that. She genuinely cares about those who are perhaps less switched-on."

Indeed, this is the part of the role that got Ann hooked on tenant involvement and has kept her going. "I became the woman who could point people in the right direction," she recalls. "I quickly got to know so many tenants, and it was personal and lovely."

Ann remains committed to helping out her fellow tenants and is particularly focused on ensuring elderly residents are looked after:

"I really care about other people, especially the elderly," she explains. "You'd be surprised how much older people will put up with. They still live in the days where, if they complained to their landlord, they'd get chucked out of their home. I get so much satisfaction when I get a good result for someone."

Enormous congratulations to Ann for her award!

The award was shared with Chris Moseley from Homes in Sedgemoor

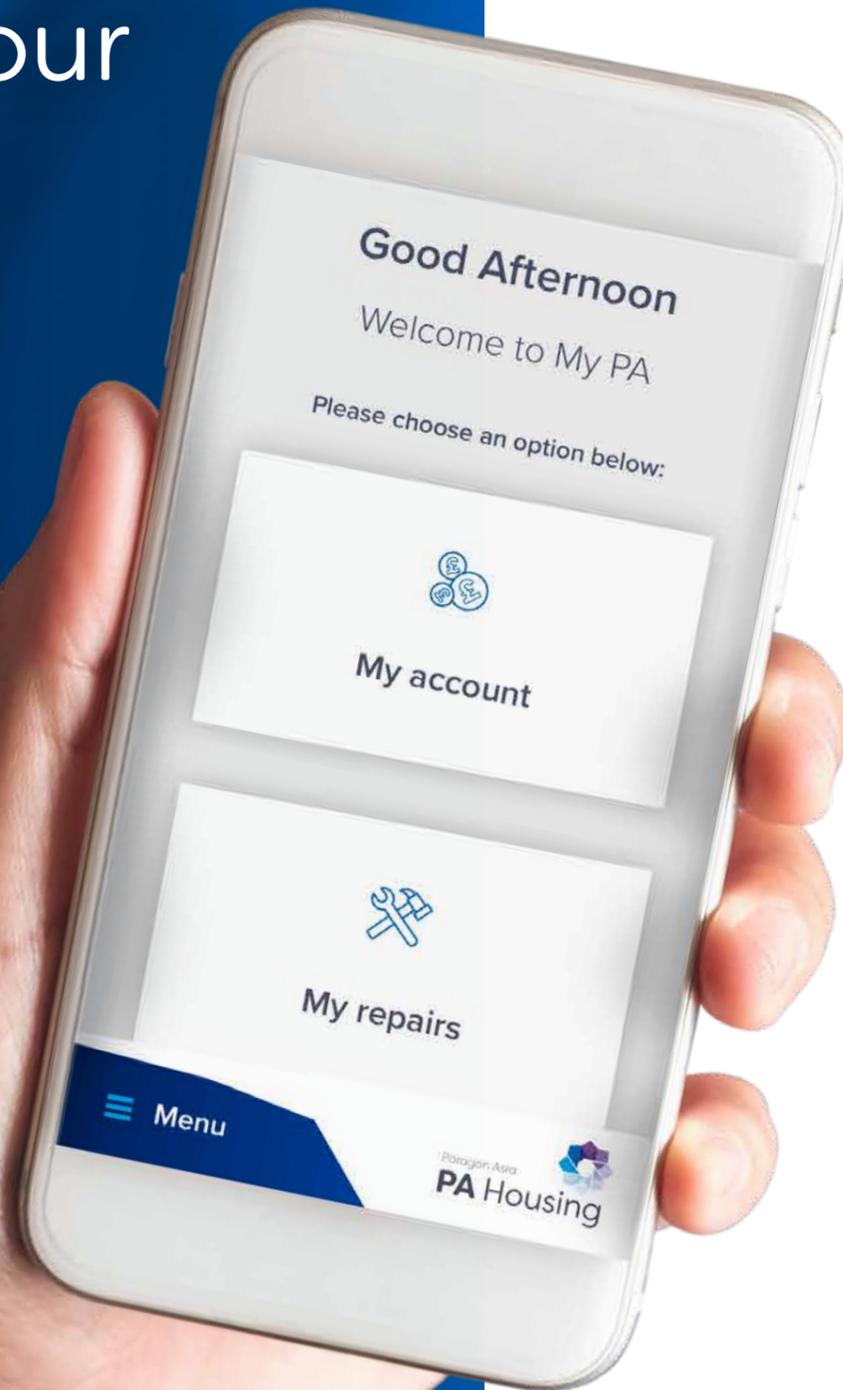
My PA - the fastest, easiest and cheapest way to manage your home online.

Secure and simple, it's available 24 hours a day at any time convenient to you - and no waiting in a phone queue.

You can:

- quickly diagnose and report your own repairs
- view the status of current repairs
- choose a convenient time for a contractor to visit
- pay your rent or set up a Direct Debit
- view your account balance
- request a refund
- request a new fob or keys
- view your personal details
- chat live with a member of our team

Register now on our website at mypa.pahousing.co.uk. You only need an email address and your payment reference number from your rent statement.



Join a Local Area Forum

Our Local Area Forums are a great opportunity for local residents to come together and raise issues specific to the local areas they live in, as well meet with PA Housing staff, local authorities, the police and voluntary groups we work alongside.

The forums give you the chance to:

- talk to local, neighbourhood staff
- share local concerns
- help campaign for improvements in your community

They also give us a chance to work with residents and consult on neighbourhood-wide issues and help improve services. It's important to remember though that the forums are not the place to raise any individual issues or problems.

Where do these take place?

Normally these take place face to face, but with the current situation, we've decided to re-launch them **online** and hope that you can join us. Hopefully, after lockdowns ease across the UK, we can also run these face-to-face as area-based forum meetings again.

We hold forums 3 times a year either during the day, or the evening from 6 pm.

How can you sign up?

As well as writing to customers we will also be publishing the dates of the forums on our website. We're keen to hear from you and have as wide a group of customers as possible in each area, so if you're interested please send us an email to getinvolved@pahousing.co.uk and we'll be back in touch.

If accessing the internet or WiFi is an issue for you, then please ring us on **0300 123 2221** instead and we will try to help.

Get online

Register today for **free** remote training sessions

PA Housing in partnership with We are Digital are offering remote training/ support for residents who require help with essential IT skills including any of the following.

- How to video call friends and family
- Using social media such as Facebook (including Internet Safety)
- Arranging GP appointments by video
- Doing online banking (with branches inaccessible)
- How to access your social landlord housing portal
- Government forms online and on the phone (benefits such as UC)



Call now to register your interest: **0808 196 0324**

Gas safety in your home

Every year, people die in their own homes because of gas leaks and the fires they can cause. And it's not only fire - unserviced gas appliances can leak carbon monoxide – it doesn't smell, and you can't see it, but it can kill you. That's why we service your gas appliances each year - it keeps you and your family safe.

We know many of you may still be reluctant to let anyone into your homes at the moment but completing your annual gas safety check is vitally important, and you could be putting yourself and others at risk by not allowing us access. The check needs to be completed even if you don't use your gas supply.

Making sure your appliances are working and running correctly could also make your utility bills cheaper, in the long run, so it's not just about keeping you safe, it could save you money too.

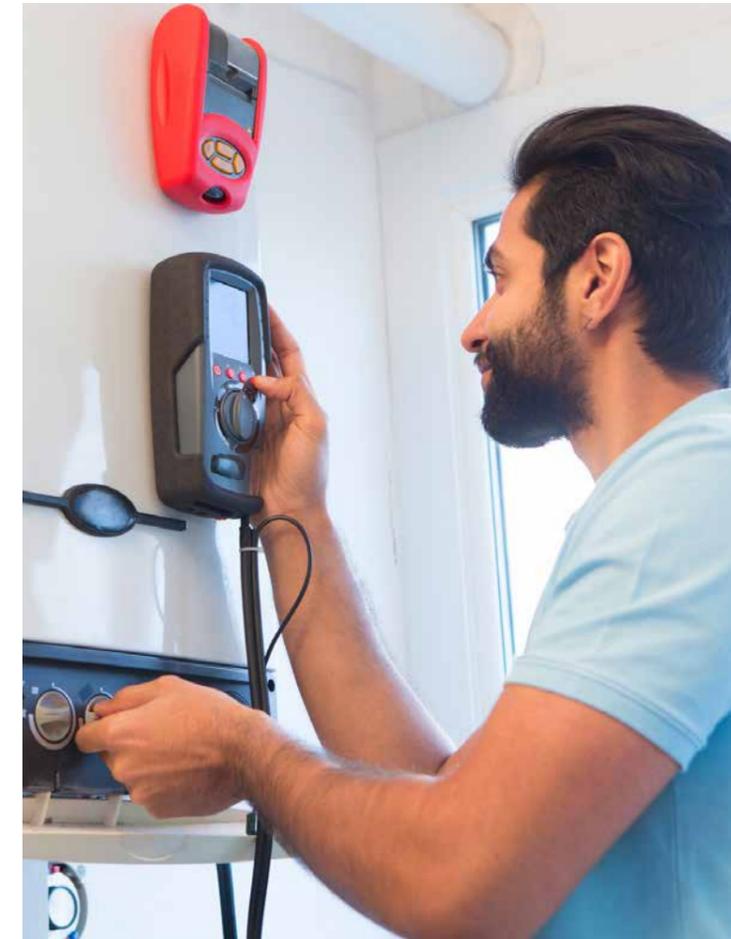
You don't need to do anything other than let us in and if you're on a pre-payment meter make

sure that you have some credit showing. We'll do the rest.

If you're struggling financially at the moment and can't afford to add credit to your meter, please don't worry. It's important you still get in touch with us. We can also put you in touch with our Tenancy Sustainment Team who can offer you advice and support on debt and money management and help with unclaimed benefits if you need it (see page 7).

To complete the safety check should only take our operatives 45 minutes on average. They will ensure they follow published guidelines to maintain social distancing as well as be wearing PPE to protect you and them. Please ensure that you give operatives space to carry out the work required and always observe social distancing guidelines.

If you receive an appointment and are currently self-isolating because you have symptoms, please get in touch and we will happily re-arrange your appointment.



Not only are these checks important for your safety, but it is also a key part of your Tenancy Agreement. We will take action for breach of tenancy if you continue to not provide us with access to your home to complete the check.

Should you have any queries about the annual gas servicing, please get in touch with us on **0300 123 2221**.



Important information for homeowners living in blocks of flats

If you're planning on changing your mortgage, wanting to staircase or buy more shares in your home, or you're thinking of selling your property then you may need to consider that many lenders have changed their conditions.

Following the tragic events at Grenfell Tower in 2017, we're now seeing more and more mortgage lenders querying the construction techniques and materials used in the external walls of buildings. Even if you're in a building that has no cladding and is not a high-rise, you may still receive queries from your mortgage lender.

You may be asked to provide an EWS1 Form, which is the industry template for recording details of fire safety of a building's external wall construction.

The EWS1 Form explained

In order to complete an EWS1 Form, a qualified professional must conduct a fire safety assessment and then confirm their findings on the form. The form is important as it means these assessments will be consistent up and down the country, so an accurate record is maintained. It also helps mortgage lenders and their valuers to make informed decisions.

Only one assessment and form is required per building (not per flat) and these are valid for five years.

There is currently no legal requirement for a housing association to complete an EWS1 form. But this is now an industry standard being requested and PA will do everything we can to assist our residents accordingly.

What are we doing to help?

We're in the process of appointing suitably qualified, fire experts who will be carrying out these checks on the buildings we own. Once a building has been inspected and an EWS1 form has been completed this will confirm whether option A and A1, A2 or A3 applies; or option B and B1 and B2 applies.

OPTION A – Where external wall materials are unlikely to support combustion

A1 - There are no attachments whose construction includes significant quantities of combustible materials (i.e. materials that are not of limited combustibility (Note 6) or better);

A2 - There is an appropriate risk assessment of the attachments confirming that no remedial works are required

A3 – Where neither of the above two options applies, there may be potential costs of remedial works to attachments (Note 8)

OPTION B (Note 1) – Where combustible materials are present in external wall

I confirm that:

B1 - I have concluded that in my view the fire risk (Note 8) is sufficiently low that no remedial works are required

B2 - I have concluded that an adequate standard of safety is not achieved, and I have identified to the client organisation the remedial and interim measures required (documented separately).

Where remedial works are recommended through the EWS1 inspection, we will work with building experts to scope these works and appoint specialist contractors to carry out these out.

We're not able to complete any work or provide an EWS1 form where PA Housing is not the legal owner of the building, but we will help liaise with them on your behalf.

When able to do so, we'll also start a phased programme of testing for all our high-rise buildings which are over 18 meters in height and where cladding is known to be present. Any building we think may be classed as 'high risk' will be tested first. We'll notify you when these tests are due to be completed.

The testing will involve surveys of the external wall system to determine how it has been constructed. The results will tell us if there is a need for any remediation works. In most cases, this will involve what is classed as 'intrusive testing' where we will need to open up the building fabric to test the materials used and check they meet new guidance. We're also asking the Fire Engineers to complete the EWS1 form for the building.

Due to the amount of testing required around the country, not just at PA Housing, and the limited number of qualified professionals who can complete this work, we anticipate that it will take several years for us to complete the testing and any works required as a result.

What are we doing in the meantime?

Your safety is always our top priority, so while the testing work is on-going, we will continue with our regular Fire Risk Assessments for all our buildings, and we will complete any recommendations from the assessor to make sure everything is safe.

Every week, we inspect all of our buildings with six storeys or higher to ensure they are clear and clean from fire safety hazards, and we would ask you to assist with this by ensuring no personal belongings are stored within communal areas, especially the bins stores.

More information

If you're concerned that your ability to remortgage, staircase or sell your home might be affected by these changes, please seek advice directly from your lender or mortgage provider.

Have you tried our ASB Toolkit?

The ASB Toolkit provides useful information on different types of antisocial behaviour including some other useful contacts.

www.pahousing.co.uk/asbtoolkit

Making a stand to end violence against women

PA Housing has won national accreditation in recognition of its work to tackle male violence against women.

We have achieved the White Ribbon Accreditation after publicly pledging our support for White Ribbon, a global movement committed to ending such abuse.

The campaign encourages everyone, especially men and boys, to individually and collectively take action to change the behaviour and culture that leads to abuse and violence.

Our accreditation follows the setting up of our own White Ribbon Group, a growing team of colleagues who have worked together to draw up a three-year action plan as part of our commitment to the campaign.

Plans include developing a staff training strategy

covering subjects such as sexual violence, coercive control, consent and domestic abuse. We will also ensure appropriate support and housing services for women and children fleeing domestic abuse.

We published our plans on White Ribbon Day which took place on 25 November 2020, when people take part in awareness-raising events each year all over the world.

Members of the White Ribbon Group organised various activities, including virtual drop-in sessions for colleagues to find out more and get involved.

The White Ribbon campaign is particularly significant this year, as the coronavirus pandemic

and resulting lockdowns have prompted a rise in violence, harassment and abuse towards women.

Dorothy Smith, Chair of PA Housing's Equality, Diversity and Inclusion Advisory Group, said: "At PA Housing, we are committed to respecting, supporting and valuing all members of our organisation and communities. We take the approach that 'everybody is unique'.

"We welcome this accreditation and look forward to working with our partners to truly make a difference, so we can ultimately end male violence against women."

Imtiaz Vohra, Equality & Diversity Manager and a member of our White Ribbon Group, said: "I am proud to be playing my

part in this campaign. It is vital that we all take a stand to tackle this issue, ensuring our homes and communities are safe for everyone."

Anthea Sully, Chief Executive of White Ribbon UK, said: "We are delighted to welcome PA Housing as one of our accredited organisations.

"Working with such partners strengthens our call to end violence against women and girls by raising awareness, educating and campaigning to bring about change. Together we can prevent such abuse happening in the first place."

To find out more about the work of White Ribbon UK visit:

www.whiteribbon.org.uk

Safeguarding: stay safe and protect others

The safeguarding of children and adults is something we take very seriously at PA Housing.

We want to make sure that you know how to get help and advice if you're worried about a possible safeguarding problem in your neighbourhood.

The coronavirus pandemic has changed all our lives, and everyone has had to adapt to new ways of living and working. For some of us, this has been combined with added financial pressures especially at this time of the year. All of this is challenging for many of us.

Conflict and violence can escalate when families face greater pressure and stress, and the government restrictions to limit social contact and stay home can cause anxiety for those at risk.

What is safeguarding?

Safeguarding means protecting the rights of an adult or child to live in safety, free from abuse and neglect. Abuse and neglect can take a lot of different forms:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Self-neglect
- Sexual Exploitation
- Criminal Exploitation
- Modern Slavery and Human trafficking
- Domestic abuse
- Honour based abuse
- Financial abuse
- Institutional abuse
- Discriminatory abuse

How do I report a concern?

If you feel someone is in immediate danger, you should always dial 999. If you believe a crime has been committed contact the police on **101**.

If you are aware of someone at risk and they reside within a PA Housing property, please contact us on **0300 123 2221** so we can look at how best to support that individual.

We all have a responsibility to be alert to possible concerns and act to safeguard others in our families and neighbourhoods who may be less able to protect themselves.

Useful contact numbers:

Childline: **0800 1111**

NSPCC: **0808 800 5000**

Silverline helpline for older people: **0800 470 8090**

Modern Slavery Helpline: **08000 121 700**

National Domestic Abuse Helpline, run by Refuge:

0808 200 0247





Helping Leicestershire's homeless

We've begun the recruitment process for our first two job roles to be filled through the Naumann Initiative, an innovative project that aims to break the vicious circle of homelessness and unemployment by simultaneously giving a homeless person a home and a job.

Pioneered by Kingdom Housing Association in Scotland – and named after one of the organisation's founding board members – the Naumann Initiative has been adopted by PA Housing to make a long-lasting impact on individuals' lives.

Successful applicants will receive an office-based role with a

full-time salary, and other benefits including access to a generous pension scheme.

Crucially, they will also be provided with a home in or near Leicester. Initially, and as with all of PA Housing's new customers, this will be on a 12-month starter tenancy, but it will then turn into an Assured Tenancy if all is going well. PA will be providing support with any complex needs individuals may have, as well as any barriers they may face with sustaining their tenancy.

Simon Hatchman, Executive Director of Resources at PA Housing, said:

"We're very excited to be launching the Naumann Initiative in Leicester. We know that without a permanent address, people can struggle to secure employment, making it impossible to improve their situations – through this scheme, we will be offering both, as well as continued support."

We have now held 2 open days where potential candidates were invited

into the Bede Island office to hear about the initiative and decide if they wanted to apply. This has been followed by 2 further assessment centres to allow us to determine whether they would be suitable for the roles we have available. These included written tests, role plays and group exercises.

This is an extremely exciting and important initiative and one we're keen to see succeed and continue to thrive as we roll it out across PA Housing.

We're thrilled to confirm that we have four candidates who were deemed appointable of the eight applicants.

Stay warm this winter

Staying warm is important for your health and wellbeing. Here are some tips to help you beat the cold this winter.

Wrap up warm

Make sure you wear warm clothing. Clothes made from natural fibres like wool and cotton, or special fleecy fabrics are best. Even if you're indoors wear socks or slippers to stop your feet getting cold.



Don't drink alcohol

You might feel as if a little tot of something makes you warm at first, but alcohol expands blood vessels near your skin, drawing heat away from your vital organs and making you feel colder in the long run.



Eat, drink and be warm

Regular hot drinks and foods like porridge, soup and stews will help you to maintain body heat.

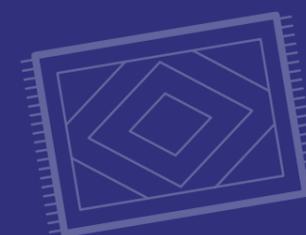
Use your timer

Having your heating on all day is costly and actually not effective. Use your timer to heat rooms only when you need them.



Beware of draughts

Close your doors, and if necessary use keyhole covers and letterbox covers to block draughts. You can also get thermal linings for curtains to help maintain the temperature.



Think about furnishings

Use rugs to cover floorboards to reduce heat loss and make use of warm throws on chairs and sofas.



Heat your home, not your furniture

It might seem as if sitting very close to a radiator keeps you warm, but allowing the air to circulate is much better. Move beds, chairs and settees away from heaters.

Use the support you can get

Do you know what cold weather benefits you're entitled to? Check gov.uk/winter-fuel-payment or call 0345 915 1515 to see if you're eligible for winter fuel and cold weather payments.

Have you been financially affected by **Covid-19?**

We can help!

Our Tenancy Sustainment Team have supported thousands of people, so please reach out if you need money or benefit advice.

Get in touch to find out more;

0300 123 2221

income@pahousing.co.uk

www.pahousing.co.uk/uc

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