

Keeping you informed

Making sure you have the latest Thrive updates,
advice and information!



In this edition:

- How we're listening and acting on your feedback
- The latest on complaints from the Housing Ombudsman
- Have a greater say on your home and services
- Tenant reward winners announced
- An update on your services
- Summer safety advice

Welcome to your summer update from Thrive

Providing a fair deal continues to be our key focus, and your input helps us achieve this. Over the past few months, we've been looking closely at the ways we can listen to your views and experiences of our services, and we'd like to thank those who took the time to tell us how you prefer to interact with us recently.

Your input has helped us lay out the next steps we'll be taking as part of our new offer for you to have a greater say in the management of your home and services. We're excited to see this taking shape, so flick over to page 5 to find out more!

Where your feedback is telling us there may be a particular issue with a service, we've been trialling text message surveys to gain a better understanding of the problem. More of these surveys will follow in the coming months, and we'd really appreciate you taking a minute to complete these.

Hundreds of customers have shared their meter readings with us. Together with other data, this information is helping us plan upgrades that make homes easier

to heat, such as cavity wall and loft insulation.

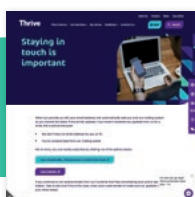
Earlier this year we secured a grant from the Government, which will help some of our least energy-efficient properties reduce energy consumption and carbon emissions. Heating homes is responsible for a third of all emissions in the UK, so these works are important to support the UK's net-zero ambitions.



Please help us by sharing your meter readings with us today at: thrivehomes.org.uk/meter-readings

These newsletters are just one of the ways we keep you informed of the latest news at Thrive. We hope you find this edition useful, and if there's anything you'd like to hear about next time please let us know at thrivehomes.org.uk/yourfeedback.

Wishing you a bright summer,
Thrive Homes



Never miss an update again, sign up to receive our email newsletters: thrivehomes.org.uk/updates

We're committed to making sure everyone has equal access to our services, but we can't be sure we're achieving this if we don't know who lives in your home and any needs they have.

We promise that we never share this information beyond Thrive, and will not use it to make any changes to your tenancy now or in the future. Instead, your information will help us to make sure our services are fair and consistent. You can easily update your information at: portal.thrivehomes.org.uk/household-details or contact us in your usual way.

Fresh updates for you

A roundup of the latest news



Thinking of moving home?

We're signed up to House Exchange, so you can search for other tenants to swap your home with for free!

Fancy taking a look? Register today at: www.houseexchange.org.uk

Support is on hand

There are times in all our lives when we might feel overwhelmed or find it difficult to cope. Whatever the matter, we know someone who can help.

The easiest way to find out about available services is online at thrivehomes.org.uk/wellbeing, but if you don't have access, just call us on 0800 917 6077.



Cash boost for 10 happy customers sharing £2,000!

"I can't believe I've won! I'll be putting half towards my bills but I'm also planning on buying a new shirt because it's not often you get a chance to treat yourself!"

Our annual prize draw is our way of saying thanks for being a great Thrive customer.

Do you think the draw is a fair way of valuing you as a customer? Let us know and hear from the winners at: thrivehomes.org.uk/prizedraws



Have you seen our new vehicles on the roads?

Our engineers will always be in a Thrive van, wearing Thrive uniform – and most importantly, carrying proper identification. If you are ever in doubt, ask to see their ID or call us on 0800 917 6077 to double check.

Supporting you and our communities

Each year, our grants programme donates £40,000 towards a wide range of causes for those living in and around our areas.

We're in the process of screening applications from a range of organisations. Stay tuned to find out our final selections on our Facebook page or in our next newsletter.



Listening to your views and acting on them

We use your experiences to shape our services, and we thought you might like to hear about the actions we've taken recently.

We have:

- undertaken refresher training with our contact centre colleagues to assist you with rent and service charge queries
- added a way for you to save the myThrive hub to your smartphone home screen, just like an app
- introduced a telephone appointment system, so if we can't answer your query straight away you know when a member of the team will be in touch
- and much more!

Find out more at:

thrivehomes.org.uk/yourfeedback



Housing Ombudsman Service

The Housing Ombudsman's Code of Complaints sets out requirements we must meet to make sure your complaint is handled effectively and fairly.

In addition to this, the Housing Ombudsman says we must have our complaints process reviewed against the code by an independent agency and we're pleased to share that our process meets the code!

We've been checking in with you to find out if you feel our process is fair, easy to follow and effective. You told us that we aren't always carrying out actions in a timely manner, so we've strengthened the way we deliver on these promises by taking the following steps.

1. Once we've carried out our investigation, we'll call you to discuss our findings and discuss the actions we plan to take to resolve the matter.
2. Our complaints team will then carry out spot-checks to make sure actions have been fulfilled and that you are satisfied with the way we handled your complaint.

Do you have any further feedback on our process? Let us know at thrivehomes.org.uk/give-feedback

See how we're doing with our latest customer satisfaction results, compliments, and actions we're taking at: thrivehomes.org.uk/feedback

Introducing Thrive Customer Voice

We've been working with a group of customers to fine tune the way you have your say on the management of your home and the services we provide.

As part of this piece of work, we asked you a few questions. Thank you to everyone who took part as this has helped us understand what works best for you when it comes to getting involved in shaping our services.



■ Email ■ In Person ■ Phone
■ Post ■ Text ■ myThrive hub

*Based on 115 responses.

Here's what you told us:

Completing surveys and polls is preferred over attending events because it's more convenient to do this in your own time.

It's important that you hear how we have acted on your feedback, so as part of being a Thrive Customer Voice member, you'll receive exclusive updates detailing the actions we're taking as a result of your input.

Whilst most of you prefer to interact with us digitally, we're aware that not everyone has online access so we will make sure that these customers hear about upcoming opportunities to get involved and any actions we're taking through postal updates.

We'll be in touch with more details of the Thrive Customer Voice and how you can become a member in the coming months. In the meantime, tell us what interests you at portal.thrivehomes.org.uk/get-involved



"Customer engagement is crucial as a tenant to make sure things get done and your voice is heard"

**Richard Joseph –
Thrive Tenant**



If you're online, you can hear from those who have helped to bring the Thrive Customer Voice to life in a short video at: thrivehomes.org.uk/engagement-review

Keeping you informed

We've been making some changes to improve the way your services are managed and delivered.

Introducing our Estates and Facilities team

This is a newly formed team looking after homeownership matters, service charges, cleaning, grounds maintenance, block checks and Home Plan.

Bringing these functions together is a powerful change, as it means we can increase monitoring and use this information when it comes to service charges.

In the coming months, we'll be reviewing our cleaning contracts as part of planning ahead. We'll be in touch with opportunities



377

non-urgent repairs identified and fixed

for you to input before we enter the formal process to make sure your views are heard.

Last year Home Plan helped us identify and fix 377 non-urgent repairs which may have otherwise gone unnoticed until it became a serious problem. This way of working is proving effective and so we'll be continuing to increase the number of homes that receive a visit.

You can find out more and request your visit at: thrivehomes.org.uk/homeplan

Repairs

We are pleased to say that we are now working with several support contractors that share our values.

These include PiLON, Gillmartins and NJL Refurbishments, all of which have been screened to ensure they carry out works to our required standard.

Together with our in-house repairs team who cover 90% of our responsive repairs, we've been able to respond better to the ongoing national shortage of labour and materials which has been seen to cause delays with our repairs service.



Stabilising our phone system

We said we hope for our new and reliable phone system to be in place this summer, and we're pleased to say we're on track for go live by September 2022.

Updates on our key services are available on our website, and we'll always keep you informed of any changes that impact you directly.

Cleaning:

thrivehomes.org.uk/pinnacle

Grounds maintenance:

thrivehomes.org.uk/chequers

Repairs:

thrivehomes.org.uk/repairs-status

Did you know that faulty electrical equipment is partly responsible for around 70 deaths and 350,000 injuries in UK homes each year?

Second-hand and counterfeit electrical items are a culprit. Whilst cheap, they can put your safety at risk.

- always check they are in good condition with no wires exposed
- ask to test the product before you buy it
- look for signs of overheating or turning on and off by itself – if this happens, turn it off and stop using it
- be cautious about overloading extension leads.



Does someone in your home own an e-scooter or e-bike?

Last year, the London Fire Brigade attended over 70 fires involving e-scooters and e-bikes. They advise to:

- allow batteries to cool before re-charging them
- charge batteries away from direct sunlight and extreme temperatures
- keep them out of communal areas and make sure they do not block your escape route in the event of a fire.



Barbecues and bonfires

As always, think safety when it comes to naked flames and:

- keep in mind your neighbours who may have their windows open on warmer days
- never use a barbecue on a balcony or near buildings and fences
- consider taking rubbish items to the tip or using a waste clearance company instead of burning them on a bonfire.

Brighter days make a picnic for thieves

Please remember to bring any items in from outdoor communal spaces. This not only keeps them safe from thieves, it also removes them as a trip hazard for others.

We work hard to ensure that your privacy is protected and that we treat your personal data with respect.

To be transparent with you, we have outlined how we may use your information in our Privacy Policy available at thrivehomes.org.uk/privacy-policy.

If you'd like a hardcopy of this information, please get in touch.

If you have any questions about the way we use your data, please reach out to us at: enquiries@thrivehomes.org.uk or contact us in your usual way!

Stay in touch with us!

Tell us what interests you at:
portal.thrivehomes.org.uk/get-involved

Sign up to receive our email updates:
thrivehomes.org.uk/updates

Like our page on Facebook for the latest news:
[@ThriveHomesUK](https://www.facebook.com/ThriveHomesUK)