

News!

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Keeping you informed about things that matter to you

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- 3 Things you need to know for 2024
- 5 How we've been using your feedback
- 7 Enter a prize draw for a voucher towards your energy bill!
- 7 Top tips to stay safe and well this winter



Like our page on Facebook!

Be the first to hear our latest updates and access other useful information!

Scan the QR code or search **Thrive Homes**



A warm welcome to your winter newsletter

Bringing you the latest updates, help and support available to you.

With energy prices set to rise again in January, we've shared some energy saving tips and a chance to win a £100 voucher towards your bills on **page 7**.

New Consumer Standards will be introduced next year. These require landlords like us to provide safe affordable homes and ways for you to have a say.

One of the requirements is to be open with you and our regulator about our performance, and to make sure you can have a say on what needs to improve.

Every year we publish our Annual Report for Tenants. With the help of Thrive Customer Voice members, this year's report highlights what we've been doing to improve our homes and make them more energy efficient, as well as how satisfied you are with our services compared to other landlords.



i Read the full report online or contact us for a hard copy!
thrivehomes.org.uk/annualreport



Claim a £10 voucher!*

Simply update your household information and...

- ✓** make sure we have your correct contact details
- ✓** tell us about any disabilities or needs in your household
- ✓** help us understand where we may need to adjust our services for you.

*First 100 customers only. Full terms and conditions apply: thrivehomes.org.uk/prizedraws

i Head to thrivehomes.org.uk/my-info

Need information in large print, or a different language?

Our website has a tool to translate, read-aloud and enlarge this newsletter and other content!

b Simply click the button anywhere on our website.

i Let us know at thrivehomes.org.uk/my-info



Win a share of £2,000 in our tenant reward draw!**

It's easy to enter! Simply...

1. Update your household information.
2. Have your gas and/or electrical safety check carried out on time.
3. Keep up to date with your rent account and other terms of your tenancy.

Plus, bag another chance if you've registered on the myThrive hub!

**Full terms and conditions apply: thrivehomes.org.uk/prizedraws

i Learn more at thrivehomes.org.uk/prizedraws

Want to move next year?

Swapping with another tenant through mutual exchange could be the way forward!



i Find out more on our website or get in touch thrivehomes.org.uk/mutualexchange

Planning a visit to our office?

Our colleagues often work from home, so it's easier to contact us by phone, email, webchat or arrange for us to visit you. We don't want you to make a wasted journey, so please arrange an appointment with us before you set off.



i Visit thrivehomes.org.uk/contact-us



Rent and service charges

In February, we'll write to you with your new rent and service charge amounts from 1st April 2024.

In line with inflation and government guidance, there is likely to be a 7.7% increase on rent, and service charges will be adjusted to the amount we think your estate and building services may cost next year.

If you're worried about money, see what support is available to you on **page 7**.

i For more information on rent and service charges, head to thrivehomes.org.uk/thrivedeal



It's almost time to start thinking about what the future of our cleaning service will look like, **and we need your help!**

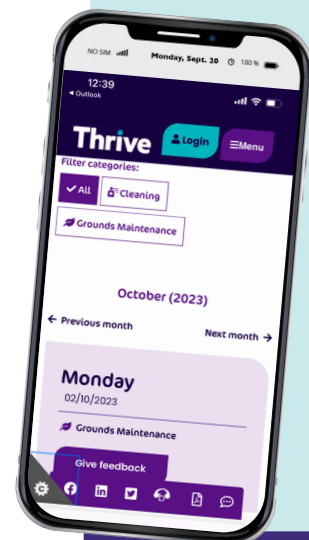
In March we'll be inviting Thrive Customer Voice members to share their thoughts with us and it'd be great for you to be involved.

i Become a member now at thrivehomes.org.uk/getinvolved

Clean and well-maintained areas

Grounds maintenance is now focusing on clearing leaves from paths and trimming back trees ready for next year. If you spot a hazard around your building, please let us know so we can see to it as soon as possible!

View your cleaning and grounds maintenance schedules online!



All of this information is available to download and print at home, too!

i Head to thrivehomes.org.uk/my-home-info

Repairs

During winter we always see an increase in repairs. This is one of the reasons your HomePlan® visit is so important – so we can spot issues early and fix them in one go!

If you find a problem, our website has lots of guidance that may help you sort it. This helps us to focus on emergency repairs and keep wait times down.



i Head to thrivehomes.org.uk/repairs
Book your HomePlan® visit
thrivehomes.org.uk/homeplan
 For the latest service status, head to thrivehomes.org.uk/service-updates

Housing Ombudsman Service



We listen

Whether it's a passing comment, a compliment, or a survey response – we use your feedback to understand where we can improve.

Our complaints process is regulated by the Housing Ombudsman, so you can trust that your feedback is taken seriously.

i You can view our complaints process, and learn about the latest findings from your feedback on our website thrivehomes.org.uk/feedback

We learn

When we look at your feedback, we also compare it to what other customers are saying.

As part of this, we'll look to see if there are any common characteristics such as age, ethnicity, gender and disability to make sure we're treating everyone fairly.

i Help us help you by sharing your information at thrivehomes.org.uk/my-info



We act

Once we identify an area to review, we'll work with Thrive Customer Voice members to take action.

Using your feedback, we'll be working with members to look at:

- the future of our cleaning service
- our complaints process and communications.

Recently we have:

- improved customer guidance for managing damp and mould
- improved the wording of our text messages for repair appointments
- updated our anti-social behaviour policy and started looking at introducing a Good Neighbour Agreement.

Thrive Customer Voice

i Become a member to have your say!
thrivehomes.org.uk/getinvolved

Your front door isn't just any door... it's a FIRE door!



Certification

Some fire doors have a label at the top or side of the door.



Seals

There should be intumescent seals (brush like strips) around the door or frame to trap smoke.



Hinges

All hinges should be firmly fixed with no missing or broken screws.



Door closers

Make sure your closer is attached and that your door closes firmly without sticking.



Gaps

There should be no gap wider than 4mm (about the thickness of a £1 coin) around your door.



Letterboxes and spyholes

These should be original to the door and fixed firmly.

Check yours is in working order and let us know if you find any issues.



Scan the QR code to see our fire door checks video



To report any fire or building safety related issues, please contact fire@thrivehomes.org.uk



Read the latest fire safety check findings and actions for your building at thrivehomes.org.uk/my-home-info

Damp and mould



Let moisture out

Open windows and turn on extractor fans when cooking, washing, or drying clothes.



Treat it

Use a mould cleaner (from a supermarket) as soon as mould appears.



Heat your home

A balance of heat and air will keep you and your home healthy.



Report it to us

We need to know if it's spreading, and you can't get rid of it as part of your usual cleaning routine.



Learn more online or contact us thrivehomes.org.uk/damp-and-mould

Complete these heating tips for a chance to win £100 towards your energy bills!^



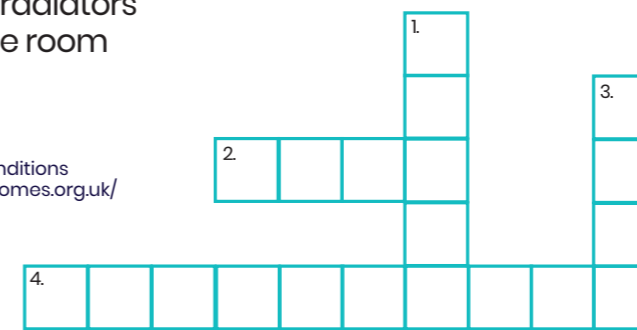
Submit your entry, check your answers and learn more tips at thrivehomes.org.uk/advice-info

Down

1. Prevent damp and mould by opening window trickle _____ [5]
3. Move furniture away from radiators to _____ the room easier [4]

Across

2. Turn radiators _____ in rooms you aren't using [4]
4. Program your _____ to turn on when you need it [10]



^Full terms and conditions apply, visit: thrivehomes.org.uk/prizedraws

Or post your entry to:
**Communications,
Thrive Homes, Westside,
London Road,
Hemel Hempstead
HP3 9TD**

Name

.....

Address

.....

.....

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Help and support for you

The colder months can impact your physical and emotional wellbeing.

We partner with a lot of organisations to support you.



Are you struggling to heat your home?



Worried about money?



Need some emotional support?



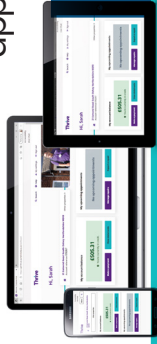
Find out more at thrivehomes.org.uk/wellbeing
Or speak to us on 0800 917 6077

Season's greetings from all at Thrive

Our offices will be closed from
5.30pm on Friday 22nd December 2023
until 8am Tuesday 2nd January 2024



Access our self-
repair guidance



Just visit
thrivehomes.org.uk/
mythriv hub



Choose and
book repair
appointments



View your account
balance and
make payments*

And much more!

If you need an
emergency repair, call
0800 917 6077

*Payments made whilst we are closed will be credited to your account by the end of the day on Tuesday 2nd January 2024.

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