

# News!

Keeping you informed  
about things that  
matter to you

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### Are you on Facebook?

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**Thrive Homes**





# Welcome to your summer update from Thrive Homes

**We've been looking at who lives in our homes so we can make sure that we're providing a good service to all our customers.**

Right now, we're missing some important details about our customers:

We don't know\*

the ethnicity of

**52%**  
of our  
customers

about any disabilities for

**88%**  
of our  
customers

\*Based on data as of May 2023.

Sharing your information helps us prevent discrimination and means we can use it to improve our services and adjust them to your needs.



It only takes three minutes to update your information at [thrivehomes.org.uk/my-info](https://thrivehomes.org.uk/my-info)



## Your voice matters!

We've introduced a new set of customer satisfaction questions to ask you how you feel about things like our repairs service, our complaints process, or how we're listening to your views.

We really value your input and we use it to understand what we're doing well and where we may need to improve. You can read more about how we're using your feedback on **page 4**.

If you receive a call from IFF (our research partner) **please know it's not a scam** – it's your opportunity to have a say!

## You can trust us

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



Find out more at [thrivehomes.org.uk/privacy-policy](https://thrivehomes.org.uk/privacy-policy)



## We have a win-win situation for you!

You have a chance of winning £200 just by sharing your gas and/or electrical safety check certificates with us.

Overdue a service? No problem! You can use one of our trusted engineers at a discounted rate. This way we both get peace of mind that your home is safe.



Share your safety check certificates with us today or book a discounted service at [thrivehomes.org.uk/homeowner-safety-checks](https://thrivehomes.org.uk/homeowner-safety-checks)



## Going away for more than two weeks this summer?

Run your taps and showers for a few minutes when you return home to remove any stagnant water that could develop into a nasty bug.

## Anti-social behaviour (ASB)

We want you to enjoy where you live, so we'll work with you, your neighbours and partner agencies to deal with anti-social behaviour. Learn more by joining us for ASB Awareness Week from 3-9 July on Facebook.



Find out more at [thrivehomes.org.uk/asb](https://thrivehomes.org.uk/asb)

## Our small grants are making a big impact!

Liberty Tea Rooms (LTR) in Hemel Hempstead offers free food and drink through customer donations. They also host free debt counselling, money management courses, and life skills programs. Last year, we gave LTR a small grant to train their volunteers. We'll shortly be announcing more organisations who will be receiving funding this year!



Find out more at [thrivehomes.org.uk/give-grants](https://thrivehomes.org.uk/give-grants)

# Celebrating 1 year working with Thrive Customer Voice members!



**2,926**  
members

Including **140 members** who do not have online access

**698**  
members

took part in activities last year

“It’s amazing how one piece of feedback can make such a big impact. Thrive acted quickly, and this is really helping our diverse community.”

**Ms Patel,**  
Thrive Customer Voice member



“The way Thrive is going about customer engagement now is much better, it will benefit customers.”

**Ms Dunham,** Thrive Customer Voice member and **Anne Bijum,** Assistant Director Customer

At an online event, one member suggested we promote our website’s helpful tools for translation, reading aloud, and other assistance.

With her suggestion and promotion in our newsletters, tool usage has **increased by 32%!**



**Click this button** on our website to access the tool!

## Members also influenced:

- ✓ topics included in our Annual Report for Tenants
- ✓ the use of more animation and video content to promote safety messaging (check out page 7!)
- ✓ the introduction of evening and weekend appointments for gas servicing (if needed)
- ✓ holding colleague refresher training on appointment arrangements and follow-up works.



# Have your say your way

“You can get a feel for what’s going on without having to read through pages of words but there are links for those who really want the ins and outs of everything.”



## Thrive Customer Voice member feedback



Pick and choose which activities you want to take part in



Receive exclusive updates about changes we’re making



Meet people and speak to our teams



Make a real impact!



## What’s coming up for Thrive Customer Voice?



Complete a survey to tell us how we can bring your attention to important safety communications.



Take part in a focus group to share what’s important to you when it comes to our cleaning service.



Join us in person for a cuppa and a cake to learn about how we manage damp and mould and influence our process.



Attend a workshop to learn about our impact on the environment, how we keep our homes warm and tell us what you think.

Details will be sent to members soon!



Become a member at [portal.thrivehomes.org.uk/get-involved](https://portal.thrivehomes.org.uk/get-involved) or call 0800 917 6077

# Stay in the know!

Visit our website to access helpful dates, times and safety information.



View your cleaning or grounds maintenance schedules



Easily give feedback on visits



Read safety information about your building

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



For more information visit [thrivehomes.org.uk/my-home-info](https://thrivehomes.org.uk/my-home-info)



## Clean and well-maintained areas

Our grounds maintenance contractor is focusing on grass and shrub trimming so you can safely enjoy being outside this summer.

After you voted to keep the same cleaning service for now, we're pleased to have seen improvements since new cleaners joined the team.

We're now comparing the cost of last year's services against how much you

paid. We'll write to you in September to advise if you have paid too much or too little.

Please help us make sure you get what you pay for by sharing feedback.

**Adrian Anstee**  
Senior Estates Officer



Share your feedback at [thrivehomes.org.uk/feedback](https://thrivehomes.org.uk/feedback)



## Your repairs service

Due to a high demand right now, repair lead times may be longer as our engineers prioritise fixing emergency and safety issues.



Request your visit today at [thrivehomes.org.uk/homeplan](https://thrivehomes.org.uk/homeplan)



# Fire kills

Clear communal areas can save lives by preventing the spread of fire.

That's why, if we find an item left in the communal area; you'll have seven days to remove it.

A legal notice (TORT) will be issued to you and every flat in the block, which gives us the right to remove the item after a week.



After 28 days, we'll dispose of it for good. It's a hassle and a cost to you, so please keep your belongings inside your home.

## REMEMBER



If the fire isn't in your own flat and your flat is not affected by smoke from a fire elsewhere in the building, stay safe inside your home and call the emergency services by dialling **999**.

If a fire is in your flat, get out, shut the door, and call the emergency services by dialling **999**.



# Top tips to prepare for next winter



Top up pre-payment meters in summer for winter credit.



Turn your boiler down to 55°C in summer to save energy.



Where possible, dry clothes outside instead of using a tumble dryer.



For boiler help [thrivehomes.org.uk/heating-guide](https://thrivehomes.org.uk/heating-guide)

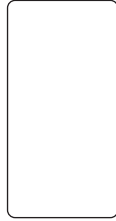
For more tips [thrivehomes.org.uk/money-energy-help](https://thrivehomes.org.uk/money-energy-help)

## Stay in touch with us!

Tell us what interests you at: [portal.thrivehomes.org.uk/get-involved](https://portal.thrivehomes.org.uk/get-involved)

Sign up to receive our email updates: [thrivehomes.org.uk/updates](https://thrivehomes.org.uk/updates)

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